

P.03.05b

OVERSEAS STUDENT VISA REQUIREMENTS MONITORING OVERSEAS STUDENT COURSE PROGRESS POLICY AND RISK INTERVENTION PROCEDURE

1. Purpose

The purpose of this policy is to ensure that AVETA monitors the course progress of 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 requirements.

The intention of this policy is to provide all the students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements. This policy ensures compliance with Standard 6 and 8 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)* and Clause 1.7, 6.1 to 6.6 of *Standards for RTOs 2015 (Cth)*.

This policy has been documented to ensure that students maintain satisfactory course progress.

2. Responsibility

The Student Support Manager is responsible for the implementation of this policy and ensuring that staff members are aware of its application and implement its requirements.

Course progress will be monitored throughout the course of study in which the student is enrolled.

AVETA will provide support to the students who are unable to meet course progress requirements by inviting them for a meeting and implementing intervention strategies to ensure the overseas student is able to complete the course within the expected duration specified on the overseas student's CoE.

If student is unable to meet satisfactory course requirements despite repeated warnings and implementation of intervention strategies, the student will be reported to the Department of Home Affairs (DHA) via PRISMS when student fails to demonstrate competency in at least 50% of the units in two consecutive study periods.

3. Definitions

CoE means Confirmation of Enrolment. A document, provided electronically, which is issued by the registered provider (i.e., AVETA) to overseas students. It confirms the overseas student's eligibility to enrol in a particular course of the registered provider (i.e., AVETA).

DHA means Department of Home Affairs. The Department of Home Affairs is responsible for central coordination, and strategy and policy leadership in relation to cyber and critical infrastructure resilience and security, immigration, border security and management, counterterrorism, the protection of our sovereignty, citizenship and social cohesion.

ESOS Act means the Education Services for Overseas Students Act 2000. The ESOS Act sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa.

Cth means Commonwealth of Australia

Study Period defined by AVETA is one term of the course (20-26 weeks) in which the student

is enrolled. Different qualifications will have different study periods. Refer to AVETA's student handbook for further information.

National Code: National Code of Practice for Providers of Education and Training to Overseas Students 2018. Under the ESOS Act, the purpose of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) is to set nationally consistent standards and procedures for registered providers and for persons who deliver education services on behalf of registered providers. The National Code supports the effective administration of the ESOS legislative framework by the Commonwealth, state and territory governments.

Compassionate circumstances: circumstances that produce a feeling of sympathy for the student's troubles.

Compelling circumstances: circumstances that are powerfully convincing.

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

Unsatisfactory Course Progress is where a student does not meet the course progress requirements for the study period as identified in the Training and Assessment Strategy for each course. Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in the given study period.

Satisfactory course Progress: where a student can meet course progress requirements for a study period as identified in the Training and Assessment Strategy for each course. Satisfactory course progress is defined as successfully completing or demonstrating competency in at least 50% of the units in the given study period.

Student at risk: A student at risk is defined as one who has not made satisfactory academic progress in a course for a given study period (providing the study period is not the second consecutive study period) and is therefore subject to an intervention strategy.

4. Policy

AVETA will ensure that the student participates in the training as set out in the training and assessment strategy, including (where the strategy requires) participating in scheduled classes, course-related information sessions. AVETA will also check and ensure that all the required assessments are completed up to the required point of time.

Prior to the commencement of the course during orientation day, students will be informed about satisfactory course progress requirements in each study period.

4.1. Completion within expected duration

International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The expected duration of the course as specified in the overseas student's CoE should not exceed the CRICOS registered duration of the course. AVETA will monitor student course progress regularly to ensure that students satisfactorily progress through their course and complete their studies within the duration specified on their Confirmation of Enrolment.

4.3. Course Progress Requirements

4.3.1. Course progress requirements are defined in relation to the study periods and may include any combination of the following.

- Satisfactory completion of certain assessment tasks for each unit.
- Achieving competency in the units of competency during the given study period.

4.3.2. Requirements are designed to uphold the academic integrity of the courses delivered at AVETA and to meet the course requirements, in consideration of the study period's length and the number of units and assessment requirements of the course.

4.3.3. If students do not maintain satisfactory course progress, AVETA's course progress monitoring procedures will be followed.

4.3.4. AVETA will use a range of methods to assess course progress including review of assessment tasks, observations and interaction by learners, and other measures of academic progress.

4.3.5. Students course progress will be recorded on excel sheet and will be regularly assessed by Student administration.

4.3.6. Students must ensure that they abide by academic conduct requirements to ensure that they can complete their course within the expected duration. Any form of academic misconduct will not be tolerated at the institute. AVETA will address any form of misconduct and allegations of misconduct.

4.3.7. AVETA chooses to implement the "Department of Education, Skills and Employment" course progress policy and procedures".

4.3.8. AVETA will **monitor, record, and assess the course progress** of each student for each unit of the course for which the student is enrolled in. A student's course progress will be assessed in each study period.

4.3.9. Students will be informed during the orientation about their course progress requirements.

4.3.10. AVETA has intervention strategy in place to assist students who are at risk of not making satisfactory course progress. At a minimum, for students, the intervention strategy will be discussed and implemented where the student has failed or is deemed not yet competent (NYC) in 50 per cent or more of the units.

4.3.11. Attempted in any study period, AVETA may choose to intervene at any point before the end of the study period, for example, if the student does not attend the classes regularly or does not respond to AVETA's attempts to assist the student in achieving satisfactory course progress.

4.3.12. Throughout the course and in each study period, students will be assessed against this "*Course Progress Policy and Procedure*". If a student is identified for the first time as not making satisfactory course progress, warning letters will be sent to students to inform them about their course progress requirements. A meeting will be organised to identify the reason of unsatisfactory course progress and discuss any issues student may have. Intervention strategy will be identified and implemented during this meeting. The intervention strategy will be activated within the first two weeks of the following study period or as soon as practicable. If a student is identified as not making satisfactory course progress and fails to demonstrate competency in 50% of more of the units in the second consecutive compulsory study period of a course, despite implementation of intervention strategy, such student will be reported to the Department of Home Affairs via PRISMS which also may impact their student visa. Detailed procedures for course progress are mentioned below in section 5.2 of this policy.

4.3.13. All students must ensure that they are making satisfactory progress throughout their course. If a student fails to make satisfactory course progress (including by not participating in the training outlined in the training and assessment strategy and timetables), AVETA will implement the process of reporting student based on unsatisfactory course progress.

4.4. Intervention Strategy

AVETA will identify, notify, and assist students where there is evidence that the student is at risk of not meeting course progress requirements. AVETA will provide support to students through intervention strategy to ensure that students are attending classes and achieving satisfactory course progress.

For students at risk of not meeting course progress requirements, an individual intervention plan will be developed based on the appropriate intervention strategy identified. It will be documented on Intervention Strategy form.

An intervention plan/intervention strategy will include an interview with the Administration Officer or Student Support Officer and it may include one or more of the following strategies (but not limited to):

- arranging counselling;
- English language support;
- reviewing learning materials with the student and providing information to students 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 tutorial or study groups;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- referral to external organisations where AVETA 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.
- Making timetable adjustments using the new study plan

Students can also refer to the *Student Support and Welfare policy* for more details on support by assessing the policy from AVETA's website <https://AVETA.vic.edu.au/>.

Reassessment/Repeat unit

Students will be given 2 additional attempts to demonstrate competency at each assessment (One original submission + 2 additional attempts of reassessments). The first 2 reassessments will not incur any charges. However, the third reassessment will incur a fee of \$300. If students are unable to demonstrate competency after three attempts at each task, they will be deemed Not Yet Competent (NYC) and must re-enrol and undertake the unit again. This will incur a fee. Unit repeat fee: \$300 per unit.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- the student can provide independent evidence of exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member to explain the non-attendance at the assessment.

4.5. Extension to expected course duration

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

- Compassionate or compelling circumstances apply, and demonstrable evidence is 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 students, 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 AVETA is unable to offer a pre-requisite unit.
 - Where the student is unable to begin studying on the course commencement date due to a delay in receiving a student visa.
 - Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress.
 - An approved deferral or suspension of studies has been granted in accordance with AVETA's Deferral, Suspension and Cancellation Policy and Procedures.
 - 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 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, it is advisable for the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

4.6. Reporting students

AVETA will be required to report the student to DHA via PRISMS if student demonstrates unsatisfactory course progress in two consecutive study periods i.e., failing in 50% or more the units in two consecutive study periods, despite implementing intervention strategies. Prior to reporting, students 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. Students have the right to appeal against this decision as per AVETA’s Complaints and Appeals Policy and Procedure within 20 working days. If the student chooses to access this process, the student will not be reported until this process is complete.

AVETA will only report unsatisfactory course progress in PRISMS if:

- The internal and external complaints processes have been completed and the decision or recommendation supports the Institute 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 AVETA in writing.

All records will be kept in the student’s file including warning letters and the notice of intention to report.

4.7 Academic Misconduct

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts, their assessment will be deemed Not Yet Competent (NYC).

All work submitted must be an accurate reflection of the student’s level of competence. If it is found out that a student has committed multiple and/or systematic acts of plagiarism, or admits to, or is found to have committed, conduct that prejudices the interests of other students or the integrity of an assessment scheme itself, then the case will be dealt with as a complaint of student misconduct under the Student Code of Behaviour at AVETA, and a further penalty may be imposed. Kindly refer to Plagiarism and Cheating policy available on AVETA’s website and/or at the reception for more details <https://AVETA.vic.edu.au/>.

5. Procedures

The procedure for course monitoring demonstrates how the policy will be implemented and who will be responsible for the steps taken under this policy.

5.1. Monitor course progress: Course progress will be monitored at the end of each study period

National Code 2018: Standard 8

Procedure	Responsibility
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<p>A. Monitor course progress.</p> <ul style="list-style-type: none"> • Student's course progress will be assessed and monitored regularly as per course progress requirements. Satisfactory course progress requirements mean successfully completing or demonstrating competency in at least 50% of the units in the study period. • Class activities, formative tasks and class participation will be used to informally monitor students in class. • <i>Course Progress Monitoring Tool</i> will be used to monitor formal progress. • During each given study period, a student's course progress will be reviewed and assessed to determine if student is at risk of not meeting course progress requirements. • Follow-up will be done with academic staff to check if the records are incomplete or complete. 	<p>Student Support Manager</p>
<p>B. Risk of Unsatisfactory course progress – Stage 1</p> <ul style="list-style-type: none"> • Where a student's course progress has been identified as 'at risk' of falling below 50% for the first study period, Notification Letter will be sent to student to inform them that the student is at the risk of breaching student's visa requirements to maintain satisfactory course progress for 1st study period. • Students will be advised to contact AVETA's Administration department or trainer if required to discuss maybe having and agree to intervention strategies aimed at maintaining satisfactory course progress. Intervention strategy will be applied if student is facing any issues. 	<p>Student Support Manager</p>
<p>C. Risk of Unsatisfactory course progress – Stage 2</p> <p>If student:</p> <ul style="list-style-type: none"> • has not successfully demonstrated competency in at least 50% of the units in 1st study period of his/her course, or • If meeting was arranged on call and student did not attend intervention meeting. • If intervention strategy is implemented and the student has failed to follow intervention strategy as agreed upon. <p>It will be interpreted that the student is still at risk of not making satisfactory course progress.</p> <p>In this case, AVETA will send 1st warning letter to the student indicating that they are still at risk of not maintaining satisfactory course progress and that they will be reported to the Department of Home Affairs via PRISMS if they continue to be at risk.</p> <p>Students will be invited to meet with the Administration Officer or student administration to discuss any issues that they might be having and to offer support services.</p> <p>Aim of the meeting will be:</p> <ul style="list-style-type: none"> • Inform students of the implications of amending their CoE, if applicable. • Record intervention meeting outcomes in the <i>Intervention Strategy form</i>. • Discuss and identify intervention strategies with the student. Administration Officer will ensure that <i>the Intervention Strategy</i> 	<p>Student Support Manager</p>

<p><i>form</i> is signed and accepted by the student to state that they agree to the intervention strategy.</p> <ul style="list-style-type: none"> • Implement intervention strategy immediately as documented in the <i>Intervention Strategy form</i>. • Notify student about course progress requirements and the intention to report them if they demonstrate unsatisfactory course progress in two consecutive study periods. <p>To issue a new CoE and extend the duration of the student's study (if required), the Administration Officer will find the CoE concerned and select the SCV (Student Course Variation) report option, including reasons for granting the extension.</p> <p>All the documents will be placed on the student's file.</p> <p>D. Risk of Unsatisfactory course progress – Stage 3 If student:</p> <ul style="list-style-type: none"> • did not attend the meeting after sending a warning letter. • has not followed the intervention strategy as discussed, or • Course progress is still at risk of being less than 50% of the units for the second consecutive study period. <p>Administration staff or representatives will issue a 2nd Warning letter. Students will be given another chance to meet with the Administration Officer or student administration.</p> <p>Aim of this meeting will be to discuss why the student is unable to follow intervention strategy or show satisfactory course progress. Support measures will be identified and applied in consultation with the student.</p> <p>Course progress will be monitored continuously.</p>	
<p>E. Inform the student of "Intention to report" for making unsatisfactory course progress continuously.</p> <ul style="list-style-type: none"> • Course progress will be monitored continuously. If student has failed in more than 50% of their units for two consecutive study periods despite of implementing intervention strategies, students will be notified in writing of intention to report them to DHA via PRISMS through "Intention to report letter". • Reasons for intention to report will be noted in the letter. • Student will be informed of their right to access AVETA's Complaints and Appeals process within 20 working days of receiving the "Intention to report" letter (the date specified on the letter). • Students who choose to access this process will not be reported if they appeal within 20 working days indicating AVETA's intention to notify. Students must continue to attend their classes during the appeals process as specified in AVETA's <i>Complaints and Appeals Policy and Procedure</i>. • AVETA will only report unsatisfactory course progress via PRISMS in accordance with section 19(2) of the ESOS Act if: <ul style="list-style-type: none"> - the internal and external complaints processes have been completed and the decision or recommendation supports AVETA's decision, or - the 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 	<p>Student Support Manager</p>

<p>appeals process, - the student withdraws from the internal or external appeals processes by notifying AVETA in writing.</p> <ul style="list-style-type: none"> • Reporting a student to DHA may also impact their student visa. • AVETA will keep a copy of the Letter and any other relevant documentation. 	
<p>F. Following the Notification of Intention to Report</p> <ul style="list-style-type: none"> • 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, AVETA will report the student to DHA via PRISMS for breach of course progress requirements. • If student appeals to external authority e.g. overseas student ombudsman, AVETA will not report the student until appeal process is concluded. • Student's enrolment will be kept active until both Internal and External complaints and appeals process have been completed. 	<p>Student Support Manager</p>

Appendix 1

Note for Students

Overseas students are required to be enrolled in a full-time registered course to undertake study. For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week.

Students are also **expected to progress through their course** so that they complete the course within the nominated course duration.

If **an overseas student** is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set may not be suitable for that student—because they must already have the skills, knowledge and experience to progress in their course without receiving structured training.

In this case AVETA **will invite the student to apply for RPL and the Institute will reduce the duration of the course to the minimum duration** required given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

*AVETA has implemented "Course Monitoring Policy and Procedures" to monitor if students don't meet these requirements, they will be **breaching student visa condition**. The Department of Home Affairs (DHA) may cancel a student's visa if the student's fail to maintain their enrolment.*

Students who cannot show that they are meeting the requirements of the qualifications or accredited course **are at risk of not progressing in their course** (that is, they are at risk of not completing the course within the nominated duration) will be notified that they are at risk and they will be invited to meet with the Administration Officer to discuss any support services required (including intervention strategies).

If a student fails to make satisfactory course progress (including by not participating in the training as outlined in the training and assessment strategy and timetables), AVETA will **report the students to the Department of Home Affairs (DHA)** via PRISMS on the basis of unsatisfactory course progress for two consecutive study periods.

Before reporting the students to DHA, AVETA will ensure that proper process and procedures

are followed as per the above-mentioned Course Progress procedures.

Keeping Students Informed:

During enrolment process before student's start their course, Students will be informed of the following information through the written agreements:

- *the duration of their course and the modes of study (including course delivery location and the facilities provided by AVETA)*
- *that students must participate in scheduled classes in accordance with course timetables to make satisfactory course progress, and if they don't satisfactorily progress in their course, they will be in breach of a condition of their visa*
- *that if students don't attend scheduled classes, AVETA may reassess the student's course duration, and may shorten their course duration.*
- *that ASQA may, at any time, require a training provider to implement policies and procedures to monitor minimum attendance requirements and if students don't meet these requirements, they will be in breach of a condition of their visa.*
- *that the Department of Home Affairs may cancel a student's visa if they fail to maintain their enrolment.*

Students will also be provided with the above information during Induction.

A student must be aware of the following:

- Enrolment in a full-time registered course, which is a course with a minimum of 20 scheduled course contact hours, is a visa condition for overseas VET students.
- Attend classes as per the scheduled class times.
- If a student fails to make satisfactory course progress (including by not participating in the training outlined in the training and assessment strategy and timetables), AVETA's will implement a process for reporting unsatisfactory course progress in PRISMS as per AVETA's Course Progress Policy.
- Students have the right to make complaints and appeal (internal and external) by accessing AVETA's Complaints and Appeals policy which can be made available from the website or from the Reception.


Before reporting the students to DHA, AVETA will ensure that proper process and procedures are followed as per the *Course Progress Policy and Procedures*.

AVETA will:

- *Undertake an intervention strategy to assist the student at risk of not meeting the course progress requirements in sufficient time for the students to achieve satisfactory course progress. This will be documented in the Intervention Strategy form.*
- *Inform the students of the intention to report them and the reasons why AVETA is reporting them.*
- *Inform the student about how they can access an internal complaints and appeals process.*
- *Advise the student on their external appeal rights.*

Approval

CEO / Manager Name	Jagvir Gill
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CEO / Manager's Signature		Date	18/3/22
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