



Government of **Western Australia**  
Department of **Education**



# CANNING COLLEGE POLICY

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## INTERNATIONAL STUDENT COURSE PROGRESS POLICY

EFFECTIVE: 11 MARCH 2020

VERSION: 3.3

## CONTENTS

<b>POLICY STATEMENT</b>	<b>2</b>
<b>SCOPE</b>	<b>2</b>
<b>BACKGROUND</b>	<b>2</b>
<b>DEFINITIONS AND ACRONYMS</b>	<b>3</b>
<b>PROCEDURES</b>	<b>4</b>
<b>RELATED POLICIES AND OTHER RELEVANT DOCUMENTS</b>	<b>8</b>
<b>RELEVANT LEGISLATION</b>	<b>8</b>
<b>REVIEW DATE</b>	<b>9</b>

## 1. POLICY STATEMENT

This policy outlines the processes involved in monitoring the academic progress of international students as required under Standard 8 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)* specifically:

- 8.1 The registered provider must monitor overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.
- 8.2 The expected duration of study specified in the overseas student's Confirmation of Enrolment (CoE) must not exceed the CRICOS registered duration.
- 8.3 The registered provider must monitor 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.
- 8.4 The registered provider must have and implement documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance 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.
- 8.5 The registered provider must clearly outline and inform the overseas student before they commence the course, of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

## 2. SCOPE

This policy applies to all onshore international students who are enrolled at Canning Colleges in a CRICOS registered program in Western Australia.

## 3. BACKGROUND

Standard 8 of the *National Code 2018* outlines compliance requirements for the monitoring of overseas student progress, attendance and course duration.

Specifically, this Standard specifies that the registered provider must:

- monitor the overseas student's course progress and attendance according to the requirements of their sector;
- identify and offer support to those at risk of not meeting course progress or attendance requirements; or
- only extend the duration of an overseas student's enrolment in certain circumstances and advise them of the potential impacts on their student visa

#### 4. DEFINITIONS AND ACRONYMS

“At risk” students	<p>Students are considered to be “at risk” of completing their course within the expected duration of study due to one or more of the following factors:</p> <ul style="list-style-type: none"> <li>• level of English language proficiency insufficient to successfully achieve course requirements;</li> <li>• continued non-attendance of scheduled classes;</li> <li>• lack of participation in class activities;</li> <li>• failure to submit assessments; or</li> <li>• continued late arrival at class and/or poor behaviour.</li> </ul>
Compassionate or compelling circumstances	<p>These may include but are not limited to:</p> <ul style="list-style-type: none"> <li>• serious illness or injury, where a medical certificate states that the overseas students was unable to attend classes;</li> <li>• bereavement of close family members;</li> <li>• major political upheaval or natural disaster in the home country requiring emergency travel;</li> <li>• where the student is unable to access required units in a study period; or</li> <li>• inability to begin studying on the course commencement date due to delay in receiving a student visa.</li> </ul>
Course requirements	<p>To fulfil course requirements, students must successfully complete all formative and summative assessments for all scheduled classes for all units they are enrolled into in that study period.</p>
CRICOS	<p>Commonwealth Register for Institutions and Courses for Overseas Students.</p>
Intervention Strategy	<p>An individual plan to provide academic support and/or assistance to an international student identified as “at risk” of not achieving satisfactory academic progress in the current or previous study period.</p>
PRISMS	<p>Provider Registration and International Students Management System - the management information system used by Department of Education and the Department of Home Affairs to record international student program enrolment details.</p>
Satisfactory Progress	<p>A student who has successfully completed 50% or more of course requirements for the total nominal hours in a study period is deemed to have satisfactory progress.</p>
Satisfactory Class Attendance	<p>Defined as attending a minimum of 80% of scheduled classes throughout the term (schools) or semester (VET).</p>
Unsatisfactory Progress	<p>A student who has not successfully completed 50% or more of course requirements for the total nominal hours in a study period is deemed to have unsatisfactory progress.</p>

## 5. PROCEDURES

### Academic Progress

It is a requirement under the national code 2018 Standard 7.3, that the expected duration of a Student's course includes a minimum of 20 hours scheduled course contact hours per week students will be issued with a Course and Assessment Outlines for each subject/unit, during the designated orientation session or first class of each unit of study.

#### 5.1.1 VET Students

Students undertaking a VET program are required to successfully complete or demonstrate competency in at least 50% of course requirements, in each unit they are enrolled into. Intervention strategies will be implemented to support a student to achieve competency in the enrolled units. If a student is identified as not making satisfactory course progress in a course; the student will be counselled by the Canning College advisors. Should the student be at risk of not completing within the period of their visa grant and/or not adhering to the requirements within the intervention strategy, the student will be advised in writing of the Intention to Report the student to the Department of Home Affairs for unsatisfactory progress.

### Monitoring of course progress

Canning College will:

- regularly monitor the academic progress of each international student against the delivery and assessment plan for each unit, and identify any students at risk of not completing a unit(s) in their enrolled program;
- review the results of international students at the end of each term.
- identify students at risk of not completing their enrolled program; and
- provide intervention strategies for identified "at risk" students.

## 5.2

- 5.2.1 Students with unsatisfactory course progress (ie below a Grade "C" across the program of study) will be required to attend an interview with an International Student Advisor. If the reasons for the unsatisfactory progress are not acceptable, the student will be issued with a Notice 1 of Unsatisfactory Progress and a warning that the student must make an effort to improve
- 5.2.2. If a student's academic performance does not improve, a Notice 2 for Unsatisfactory Progress will be issued. The student will be required to write an explanation letter to the Director of International Operations explaining the reasons for the continued lack of academic progress. If the Principal is satisfied with the reasons the student will be issued with a Conditional Enrolment. If the Principal is not satisfied the student will be issued with a Cancellation of Enrolment and Intention to Report.
- 5.2.3. Students who do not abide by the conditions stated in the conditional enrolment, will be issued with a Cancellation of Enrolment and Intention to Report.

5.2.4. Students have 20 working days in which to appeal the Cancellation of Enrolment. If after this period, students have not lodged an appeal; have not withdrawn from the course; or have completed an appeals process resulting in the appeal being denied, Canning College will cancel the students Confirmation of Enrolment (CoE) in the Provider Registration and International Students Management System (PRISMS) within five working days of the end of the appeals period. The student's enrolment will be maintained throughout the reporting process

### 5.3 Monitoring of attendance

5.3.1 Students with unsatisfactory attendance (ie. less than 80% of scheduled classes) will be required to attend an interview with an International Student Advisor. If the reasons for the unsatisfactory attendance are not acceptable, the student will be issued with a Notice 1 of Unsatisfactory Attendance.

5.3.2 If a student's attendance does not improve, a Notice 2 for unsatisfactory attendance will be issued. The student will be required to write an explanation letter to the Director of International Operations explaining the reasons for the continued lack of attendance. If the Principal is satisfied with the reasons the student will be issued with a Conditional Enrolment. If the Principal is not satisfied the student will be issued with a Cancellation of Enrolment and Intention to Report.

5.3.3 Students who do not abide by the conditions stated in the conditional enrolment, will be issued with a Cancellation of Enrolment and Intention to Report.

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### 5.3 Managing students "at risk"

5.3.1 Canning College will identify international students considered to be "at risk" of not successfully completing their course within the expected duration of study; and will

- record the actions taken to assist the student; including the implementation of an intervention strategy;
- collate and review the assessments provided by the relevant academic program area each term;
- notify students with unsatisfactory progress at the end of a study period;
- meet with the student to discuss support options and expectations and document the outcome of the discussion on an intervention strategy.

## **5.4 The Intervention Strategy**

- 5.4.1 An intervention strategy is an individual plan developed by the college in consultation with the student. The intervention strategy provides details of specific assistance and/or advice given to the student to address the issues preventing the student from progressing and successfully completing their course of study.
- 5.4.2 Students will be placed on an intervention strategy if they are identified as “at risk” or if they have shown unsatisfactory progress.
- 5.4.3 The intervention strategy may include but limited to the following:
- arranging extra learning support and advice in relation to study habits and time management, including class attendance and submission of assessments by due dates;
  - arranging counselling for assistance with personal issues;
  - providing opportunities for students to be reassessed or if possible to re- enrol into units;
  - arranging to vary or reduce the enrolment load for the semester; or
  - providing advice re course suitability and transfer to an alternative course where appropriate.
- 5.4.4 The college will document all meetings with the student including a description of the specific intervention strategy being implemented; and a signed acknowledgement by the student and/or parent/guardian.
- 5.4.5 The college will monitor the progress of the student against the agreed targets on the intervention strategy for the remainder of the study period.
- 5.4.6 Where a student’s progress has been unsatisfactory for two consecutive study periods, an Intention to Report unsatisfactory course progress may be issued.
- 5.4.7 Students who do not appeal this decision or whose appeal is not upheld, will be issued with a non-compliance notice that may result in the cancellation of the student’s visa.

## **5.5 Appeals**

- 5.5.1 International students who have received written notification by Canning College of Intention to Report to the Department of Home Affairs, will be provided with information on how to access the appeals process; will have 20 working days in which to lodge their appeal.
- 5.5.2 International students may lodge an appeal on the following grounds:
- inaccurate calculation and recording of the student’s results, records, events or account balance;
  - compassionate or compelling circumstances; or
  - the intervention strategy and other policies that have been made available to the student have not been implemented.
- 5.5.3 Students must submit their appeal in writing to the Principal.
- 5.5.4 If the appeal is upheld, then the student will not be reported to the Department of Home Affairs; the intention to report cancelled; and their enrolment remains current.

- 5.5.5 If the appeal is upheld for compassionate or compelling circumstances, then the student's enrolment remains current but the student may be placed on a conditional enrolment and an intervention strategy, in order to support them, for the next study period.
- 5.5.6 If an appeal is unsuccessful, the student will be issued with a non-compliance notice by the college. The notice will include advice that should the student wish to pursue an external review they may lodge a complaint with the Ombudsman Western Australia, within 10 working days of the date of their notice. Canning College will consider the recommendation received from the Ombudsman WA; and will generally accept and implement the recommendation received.

### **5.6 Reporting unsatisfactory course progress in PRISMS**

Canning College will only report an international student for unsatisfactory course progress or attendance in PRISMS after:

- the internal and external complaints processes have been completed and the breach has been upheld;
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period;
- the overseas student has chosen not to access the external complaints and appeals process within 10 days; or
- the overseas student withdraws from the internal or external appeals process, by notifying the registered provider in writing.

### **5.7 Completion within the expected duration of study**

- 5.7.1 International students must maintain full time enrolment loads in each semester to ensure that the course will be completed within the expected duration of study.
- 5.7.2 International students enrolled into VET may be approved for a reduced study load in the following situations:
- as part of an Intervention Strategy management program; or
  - where they are unable to access required units in a study period, due to timetabling constraints.



## **6. RELATED POLICIES AND OTHER RELEVANT DOCUMENTS**

- *International Student Admissions and Enrolment Policy*
- *International Student Complaints and Appeals Policy*
- *International Student Code of Conduct Policy*

## **7. RELEVANT LEGISLATION**

- *National Vocational Education and Training Regulator Act 2011*
- *Standards for Registered Training Organisations 2015*
- *Vocational Education and Training Act 1996*
- *Education Services for Overseas Students Act 2000*
- *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code)*

## 8. REVIEW DATE – 11 DECEMBER 2020

<b>Development Date</b>	July 2012 – previously <i>RTO Policy : Management of international student academic progress</i>		
<b>Revision History</b>			
<b>Review Date</b>	<b>Reviewer Name</b>	<b>Review Reason</b>	<b>Outcome &amp; Changes</b>
June 2013 V2.0	Director Compliance officer	Continuous Improvement	Reviewed in accordance with streamlined processes
June 2014 V2.1	Director Compliance officer	Sectoral changes	Adjusted to reflect legislative changes, and; changes to names of government departments
Nov 2014 V2.2	Director Compliance officer	Sectoral changes	Adjusted to reflect legislative changes, and; changes to names of government departments
August 2015 V2.3	Director Compliance officer	Continuous Improvement	Updated to provide clarity in relation to definitions of satisfactory and unsatisfactory progress
October 2015 V2.4	Director Compliance officer	Continuous Improvement	Formatting adjusted to reflect Canning College policy template
July 2016 V2.5	Director Compliance officer	Sectoral changes	<ul style="list-style-type: none"> <li>changes to the Australian visa program by the Department of Immigration and Border Protection as of 1 July 2016.</li> </ul>
March 2018 V3.0	Director Compliance officer	National Code changes and Sectoral changes	Updated to reflect the following changes: <ul style="list-style-type: none"> <li>amalgamation of Standards 9,10 and 11 of National Code 2007 into Standard 8 of National Code 2018; and</li> <li>change in name of Department of Immigration and Border Protection to Department of Home Affairs.</li> </ul>
October 2018 V3.1	Director Compliance officer	Internal Audit Review	Adjusted as a result of findings of the audit – rewritten where indicated to include a clearer definition of the meaning of study period when the course is only six months in duration AND Added PRISMS reporting information.
Dec 2019 V3.3	Director Compliance officer	House style Review	Monitoring of attendance and course progress review