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Purpose

This policy aims to ensure that Everest Institute (EI) monitors international students to ensure that they can complete their courses 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.

This policy aims to provide all students with the best opportunity to meet their study goals and aspirations and 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.

Definitions

CoE means Confirmation of Enrolment

Compulsory study period means a discrete period of study within a course, namely a term, semester, trimester, or short course of similar or lesser duration, or as otherwise defined by the provider, as long as that period does not exceed six months.

DET means Department of Education and Training

ESOS Act means the Education Services for Overseas Students Act 2000

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

Study period is defined as one term of the course in which the student is enrolled.

Course Progress Satisfactory Course Progress is where a student meets course progress requirements for a study period as identified in each course's Training and Assessment Strategy.

Unsatisfactory Course Progress occurs when a student does not meet the course progress requirements for a study period as identified in the Training and Assessment Strategy for each course.

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

PRISMS mean Provider Registration and International Student Management System (PRISMS)

Satisfactory Course Progress is where the student has:

- participated 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, supervised study sessions, and mandatory and supervised work-based training
- completed all required assessment up to that point of time as identified through the allocated timetable
- **Unsatisfactory Course Progress** is where a student is not participating in the training as outlined in the training and assessment strategy and timetables and completing all required assessments up to that point of time as identified through the allocated timetable. This is identified by a trainer/assessor as requiring intervention for not completing their course within the duration specified in their CoE.

Policy

1. Completion within the 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.
- EI monitors student progress to ensure students complete their studies within the expected duration specified on their Confirmation of Enrolment.

2. Course Progress

- Satisfactory and unsatisfactory course progress, including a process for determining the point at which the overseas student has failed to meet course progress requirements.
- Course progress requirements are defined in relation to study terms and may include (but is not limited to), any combination of the following.
 - Satisfactory completion of certain assessment tasks or a certain number of assessment tasks
 - Achieving competency for certain units of competency or a certain number of units of competency

Note: EI considers 13 weeks as 1 study term.

- Requirements are designed to uphold the academic integrity of the registered course and meet the requirements of the Training Products, with consideration to the length of the study period and number of units and assessment requirements of the course.
- Students are advised of course progress requirements at orientation, via the handbook, and through the information available on the website.
- Students who do not meet course progress or attendance requirements are at risk of having their visas cancelled.
- Where requirements are not met, EI course progress monitoring procedures will be followed.
- EI uses a range of methods to monitor course progress including review of assessment tasks, participation in class activities and other measures of academic progress as defined in the procedures.
- All records of course progress are kept on the student file.
- Students must also ensure that they abide by academic conduct requirements in order to ensure that they can complete their course in the expected duration.

3. Attendance

EI does not report students based on attendance; however, it assesses attendance on a weekly basis. Reminders will be sent where the student is not participating in the training as outlined in the training and Assessment Strategy and timetables. An intervention strategy will be activated at any point where EI feels that the student is at risk of failing to maintain satisfactory attendance, which could impact the course progress.

4. Intervention Strategy

- EI ensures that it identifies, notifies, and assists students where there is evidence that they are at risk of not meeting course progress requirements.

- For students at risk of not meeting course progress requirements, an Individual intervention strategy will be developed based on the appropriate intervention strategy identified.
- An intervention strategy will include an interview with the trainers/ assessors and may include one or more of the following strategies:
 - Advising students of opportunities for reassessment; and
 - Advising students of assistance that EI can provide, including:
 - 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 supplementary exercises to assist in understanding
 - attending counselling;
 - receiving assistance with personal issues that are influencing progress;
 - referral to external organisations where EI is unable to address the identified learning or academic issues:
 - a combination of the above and a reduction in course load.

5. Extension to an expected course duration

- Extensions to the course duration specified on the CoE are 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 the student's studies; [REDACTED]
 - a traumatic experience that has impacted the student and which could include involvement in or witnessing 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 RIC 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.
 - Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress or meeting attendance requirements, or
 - An approved deferral or suspension of studies has been granted in accordance with EI'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 DET 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, EI will advise 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.

6. Reporting students

- Where a student has demonstrated unsatisfactory course progress in a study term despite interventions implemented, EI will be required to report the student to DET via PRISMS. 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.
- Students have the right to appeal against this decision as per EI's *Complaints and Appeals Policy and Procedure*. If the student chooses to access this process, the student will not be reported until this process is complete.
- EI 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 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, including intervention strategies, warning letters, and the notice of intention to report, will be kept on the student's file.

Procedures

Monitor course progress

National Code: Standard 8

Procedure	Responsibility
<p>A. Monitor course progress</p> <ul style="list-style-type: none"> • Assess and monitor students course progress in relation to the course progress requirements set out in the Training & Assessment Strategy through: <ul style="list-style-type: none"> ○ Reviewing class participation through attendance records ○ Evaluating Self-paced learning activities and discussions in class ○ Evaluating assessments • Keep records of progress in each student's record on aXcelerate. 	Trainer/Assessor
<p>B. Unsatisfactory course progress – Stage 1</p> <ul style="list-style-type: none"> • Where a student's course progress is unsatisfactory, send a <i>First Warning Letter of Unsatisfactory Course Progress</i> and invite the student to attend a meeting to develop an intervention strategy. • Discuss the reasons for the unsatisfactory course progress with the student and agree on appropriate intervention with the student. • Inform students of the implications of amending their CoE, if applicable. • Record outcomes of the meeting in the <i>Intervention Strategy</i>. 	Trainer/Assessor Administration Team

Procedure	Responsibility
<ul style="list-style-type: none"> • Ensure <i>Intervention Strategy</i> is signed by the student to state that they agree to the intervention strategy. • Implement intervention strategy • Advise the student that if they continue to demonstrate unsatisfactory course progress, they will receive a <i>Second Warning Letter of Unsatisfactory Course Progress</i>. • Place all documentation on the student's file. 	
<p>C. Monitor student's progress following the first warning</p> <ul style="list-style-type: none"> • Monitor the student's progress by meeting with relevant trainers/assessors to discuss the intervention approach and adjust as needed. • Review and update the <i>Intervention Strategy</i> as required. • Discuss revisions with the student. • Implement any additional or revised interventions immediately. • Record outcomes of each meeting in the <i>Intervention Strategy</i>. • Include the document in the student's file. 	Trainer/Assessor Administration Team
<p>C. Unsatisfactory course progress – Stage 2</p> <ul style="list-style-type: none"> • Where the student continues to fail to demonstrate satisfactory course progress as evidenced through course progress monitoring, send a <i>Second Warning Letter of Unsatisfactory Course Progress</i> to the student, inviting them to a meeting. • At the meeting, discuss the reasons for continuing unsatisfactory course progress and discuss further intervention required. Amend the <i>Intervention Strategy</i> as required. • Advise the student that if they continue to demonstrate unsatisfactory course progress, they will receive a <i>Notice of Intention to Report for Unsatisfactory Course Progress</i>. 	Trainer/Assessor Administration Team
<p>D. Inform the student of intention to report following continuing unsatisfactory course progress</p> <ul style="list-style-type: none"> • 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. • This notice must be sent to the student's email. • In the same letter, inform the student of their right to access EI's Complaints and Appeals process and that they have 20 working days from the date specified on the letter to do this. • Students who choose to access this process will not be reported if they appeal within 20 working days. Students must continue to attend classes during the appeals process as specified in RIC 's <i>Complaints and Appeals Policy and Procedure</i>. • A copy of the letter and any other relevant documentation will be placed in the student file. 	Trainer/Assessor Administration Team

Procedure	Responsibility
<p>E. 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, report the student via PRISMS for breach of course progress requirements. 	<p>Trainer/Assessor Administration Team</p>

Monitor attendance

National Code: Standard 8

Procedure	Responsibility
<p>A. Monitor and record attendance</p> <ul style="list-style-type: none"> Record students' attendance in the Attendance Sheet and submit the Attendance Sheet at the end of each week to the Administration team. <p>Note: EI Does not report students on attendance, But monitors class participation through the attendance records</p>	<p>Trainer/Assessor/ Administration Team</p>