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 with one of the Western Australian TAFE 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

<table>
<thead>
<tr>
<th>“At risk” students</th>
<th>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:</th>
</tr>
</thead>
</table>
| | • level of English language proficiency insufficient to successfully achieve course requirements;  
| | • continued non-attendance of scheduled classes;  
| | • lack of participation in class activities;  
| | • failure to submit assessments; or  
| | • continued late arrival at class and/or poor behaviour.  
| Compassionate or compelling circumstances | These may include but are not limited to:  
| | • serious illness or injury, where a medical certificate states that the overseas students was unable to attend classes;  
| | • bereavement of close family members;  
| | • major political upheaval or natural disaster in the home country requiring emergency travel;  
| | • where the student is unable to access required units in a study period; or  
| | • inability to begin studying on the course commencement date due to delay in receiving a student visa.  
| Course requirements | 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.  
| CRICOS | Commonwealth Register for Institutions and Courses for Overseas Students.  
| Intervention Strategy | 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.  
| PRISMS | 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.  
| Satisfactory Progress | 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.  
| Satisfactory Class Attendance | Defined as attending a minimum of 80% of scheduled classes throughout the term (ELICOS and schools) or semester (VET and higher education).  
| Study period | A study period is defined as one of the following:  
| | • a term of 10 weeks duration (for courses of six months duration or less); or  
| | • a semester of 20 weeks duration (for courses of more than six months duration).  
| Unsatisfactory Progress | 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.  

5. PROCEDURES
5.1 Monitoring of academic progress
TAFE colleges will:
- during the designated orientation session and in the first class of each unit of study, outline course requirements for international students, including the requirement under the National Code 2015 Standard 11.2, that the expected duration of their course includes a minimum of 20 scheduled course contact hours per week;
- 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 (if the course is less than six months in duration); or at the end of each semester (if the course is more than six months in duration);
- identify students at risk of not completing their enrolled program; and
- provide TAFE International Western Australia (TIWA) with intervention strategies for identified “at risk” students.

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 study period 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 by the relevant TAFE college as not making satisfactory course progress in a second consecutive compulsory study period in a course; the student will be counselled by the TAFE college International Centre Manager/coordinator and TIWA will be contacted. Students may be assessed for a further intervention strategy and if so, a copy will be provided to TIWA for the student file. 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.

5.1.2 Higher Education Students
Academic progress procedures for students enrolled into a Higher Education course at a TAFE college; are documented in the relevant college’s Academic Progress Policy meeting the requirements of a higher education provider.

5.2 Monitoring of attendance (ELICOS students)
5.2.1. The ELICOS International Centre Manager at North Metropolitan TAFE (NMT) will monitor the attendance of students enrolled into an ELICOS program and ensure that:
- students enrolled in an ELICOS program are maintaining an attendance level of at least 80% during each term;
- if a student is absent from class for more than five (5) consecutive days, that he/she submits a medical certificate; and
- students who are more than 20 minutes late or who leave class before the scheduled finish, have this absence recorded.

5.2.2. Students with unsatisfactory attendance (ie. less than 80% of scheduled classes) will be required to attend an interview with the NMT International Centre Manager. If the reasons for the unsatisfactory attendance are not
acceptable, the NMT International Centre Manager will send a request for an Intention to Report the student to TIWA.

5.2.3. The Manager Student Services and Compliance TIWA will assess the college’s request, refer for additional information if required; or process the Intention to Report request.

5.2.4. An Intention to Report letter is sent to the student informing them that TIWA intends to notify the Department of Home Affairs of their unsatisfactory attendance.

5.2.5. Students have 20 working days in which to appeal this decision. 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, TIWA 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.

5.2.6. The student’s enrolment must be maintained throughout the reporting process. TIWA will notify the TAFE college should the cancellation of enrolment proceed.

5.3 Unjustified absences
5.3.1 Students with unjustified absences that is, students who have minimal attendance over a four week period and have not communicated the reason for this absence to the college; will be reported to the relevant TAFE college International Student Coordinator/Manager, who will also inform the Manager Student Services and Compliance at TIWA.

5.3.2 The student will be advised in writing that they must meet with the TAFE college International Centre Manager within five working days, to discuss the implementation of an intervention strategy, failure to do so will result in the issue of an Intention to Report by TIWA.

5.4 Managing students “at risk”
5.4.1 TAFE colleges will identify international students considered to be “at risk” of not successfully completing their course within the expected duration of study; and task the TAFE college International Student Coordinator/Manager with the management of students at risk. Specifically, the TAFE college International Student Coordinator/Manager 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 portfolio/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; and
- inform TIWA of the outcome of this process.
5.5 The Intervention Strategy

5.5.1 An intervention strategy is an individual plan developed by the TAFE college International Student Coordinator/Manager, 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.

5.5.2 Students will be placed on an intervention strategy if they are identified as “at risk” or if they have shown unsatisfactory progress.

5.5.3 The intervention strategy may include 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 as relevant 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.

5.5.4 The intervention strategy must be discussed with and agreed to by the TAFE college International Student Coordinator/Manager, the student and/or parent/guardian (if the student is U18 years).

5.5.5 The TAFE college International Student Coordinator/Manager 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.

5.5.6 The TAFE college International Student Coordinator/Manager will ensure that copies of paper based documentation and/or electronic documents are forwarded to TIWA for inclusion in the student’s file in the International Admissions (IA) system.

5.5.7 The TAFE college International Student Coordinator/Manager will monitor the progress of the student against the agreed targets on the intervention strategy for the remainder of the study period.

5.5.8 Where a student’s progress has been unsatisfactory for two consecutive study periods, an Intention to Report unsatisfactory course progress will be issued by TIWA.

5.5.9 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.
5.6 Appeals
5.6.1 International students who have received written notification of TIWA’s Intention to Report them to the Department of Home Affairs, and information on how to access the appeals process; will have 20 working days in which to lodge their appeal.

5.6.2 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.

5.6.3 Students must submit their appeal in writing to the Manager Student Services and Compliance TIWA.

5.6.4 If the appeal is upheld due to inaccurate calculation or record keeping, then the student will not be reported to the Department of Home Affairs; the intention to report cancelled; and their enrolment remains current.

5.6.5 If the appeal is upheld for compassionate or compelling circumstances, then the student’s enrolment remains current but the student may be placed on an intervention strategy, in order to support them, for the next study period.

5.6.6 If an appeal is unsuccessful, the student will be issued with a non-compliance notice by TIWA. 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. TIWA will consider the recommendation received from the Ombudsman WA; and will generally accept and implement the recommendation received.

5.7 Reporting unsatisfactory course progress in PRISMS
TIWA 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.

5.8 Completion within the expected duration of study
5.8.1. 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.

5.8.2. International students enrolled into VET and Higher Education programs only, 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.

5.8.3. Students who are required to re-enrol into units which they did not successfully complete in the previous semester, will only be granted a six month extension to their enrolment in order to complete these course requirements, where there are compassionate or compelling circumstances. Students will be given two opportunities to re-enrol, however this is at the discretion of the enrolling TAFE college.

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 – 27 MARCH 2020

<table>
<thead>
<tr>
<th>Development Date</th>
<th>July 2012 – previously RTO Policy 5: Management of international student academic progress</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Review Date</th>
<th>Reviewer Name</th>
<th>Review Reason</th>
<th>Outcome &amp; Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 2013 V2.0</td>
<td>Director Academic Strategy</td>
<td>Continuous Improvement</td>
<td>Reviewed in accordance with streamlined processes</td>
</tr>
<tr>
<td>June 2014 V2.1</td>
<td>Director Academic Strategy</td>
<td>Sectoral changes</td>
<td>Adjusted to reflect legislative changes, and; changes to names of government departments</td>
</tr>
<tr>
<td>Nov 2014 V2.2</td>
<td>Director Academic Strategy</td>
<td>Sectoral changes</td>
<td>Adjusted to reflect legislative changes, and; changes to names of government departments</td>
</tr>
<tr>
<td>August 2015 V2.3</td>
<td>Director Academic Strategy</td>
<td>Continuous Improvement</td>
<td>Updated to provide clarity in relation to definitions of satisfactory and unsatisfactory progress</td>
</tr>
<tr>
<td>October 2015 V2.4</td>
<td>Director Academic Strategy</td>
<td>Continuous Improvement</td>
<td>Formatting adjusted to reflect DTWD policy template</td>
</tr>
<tr>
<td>Date</td>
<td>Director Academic Strategy</td>
<td>Sectoral changes</td>
<td>Adjusted to reflect the following changes:</td>
</tr>
<tr>
<td>------------</td>
<td>-----------------------------</td>
<td>------------------</td>
<td>-----------------------------------------</td>
</tr>
<tr>
<td>July 2016</td>
<td>V2.5</td>
<td></td>
<td>• rebranding of STPs to TAFE Colleges;</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• rebranding of Education and Training</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>International to TAFE International</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Western Australia; and</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• changes to the Australian visa program</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>by the Department of Immigration and</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Border Protection as of 1 July 2016.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Appendices added (process flowcharts)</td>
</tr>
<tr>
<td>March 2018</td>
<td>V3.0</td>
<td>National Code</td>
<td>Updated to reflect the following changes:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>changes and</td>
<td>• amalgamation of Standards 9,10 and 11</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sectoral</td>
<td>of National Code 2007 into Standard 8</td>
</tr>
<tr>
<td></td>
<td></td>
<td>changes</td>
<td>of National Code 2018; and</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• change in name of Department of</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Immigration and Border Protection to</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Department of Home Affairs.</td>
</tr>
<tr>
<td>October 2018</td>
<td>V3.1</td>
<td>ASQA Re-</td>
<td>Adjusted as a result of findings of the</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Registration</td>
<td>ASQA audit – rewritten where indicated</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Audit</td>
<td>to include a clearer definition of the</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>meaning of study period when the course</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>is only six months in duration AND</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Added PRISMS reporting information.</td>
</tr>
<tr>
<td>Feb 2019</td>
<td>V3.2</td>
<td>Feedback from</td>
<td>Amended as a result of feedback received</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DTWD Corporate</td>
<td>from DTWD Corporate Executive, in</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Executive</td>
<td>particular the Policy Statement section</td>
</tr>
</tbody>
</table>

9. CONTACT INFORMATION
TAFE International Western Australia
Service Delivery Directorate

10. APPENDICES
Appendix 1: TAFE International Western Australia Course Progress (VET) Flowchart
Appendix 2: TAFE International Western Australia Attendance Marking Flowchart
Appendix 3: TAFE International Western Australia Intention to Report Flowchart
COURSE PROGRESS (VET)

Students fail 50% or more of required units or deemed at risk by academic staff.

TAFE college schedules a meeting with student to discuss progress issues.

Meeting attended

- YES: Progress discussed with student and an Intervention Strategy (IS) is implemented.
  - 4 weeks: Follow up meeting to review IS and progress.
    - Satisfactory Progress? YES: End of term.
    - Satisfactory Progress? NO: Progress discussed with student on 2nd IS. Implications of poor progress for a 2nd term discussed.
      - 3 weeks: Follow up meeting to review IS and discuss cancellation risk if further progress issues.
        - Satisfactory Progress? YES: End of term.
        - Satisfactory Progress? NO: Refer to Intention to Report Process.
          - Supported? YES: Provide feedback to TAFE college and recommend future management strategy.
          - Supported? NO: Request Intention to Report for Course Progress.
      - 3 weeks: Follow up meeting to review IS and discuss cancellation risk if further progress issues.
        - Satisfactory Progress? YES: End of term.
        - Satisfactory Progress? NO: Refer to Intention to Report Process.

- NO: TAFE college follow up with students who do not attend first meeting.

No need for further intervention

End of term

Follow up meeting to review IS and discuss cancellation risk if further progress issues.

A review meeting should be arranged once a student has been placed on an IS to ensure the student is meeting the IS, coping and does not require any further assistance or clarification. It should also reinforce the conditions of the IS and their enrolment. (IE Commence IS wk1 review wk5)

Students who are placed on 2nd Intervention Strategies must be closely monitored over the next study period. Regular meetings should be scheduled to ensure the student adheres to the IS and is meeting deadlines with assignments/tests etc. These meetings should also encourage the student to access study groups and assistance which may help improve their progress. If attendance is a factor it should be re-enforced that they are at high risk of failure if they do not have regular attendance.
Appendix 2: TIWA Attendance Marking Process

"Course Commenced" relates to the student’s enrollment rather than commencement in the new semester. A student who commenced the Diploma in the previous semester and is in the second semester of the Diploma would have commenced their course. A student who has completed the Certificate III in the previous semester and is commencing the Certificate IV has not commenced the course.
Appendix 3: Intention to Report Process

To suspend and/or cancel a students enrolment an Intention to Report (ITR) must be issued prior to any suspension and/or cancellation being actioned. The ITR provides the student with 20 working days for appeal. Unlike course progress which requires 2 consecutive Intervention Strategies (IS) to be in place, ITR’s for other breaches of the Code of Conduct can be issued once deemed appropriate by TAFE International.

**APPEAL BOARD**
The appeal board members will be established by TAFE International and will contain a minimum of 2 members.

- **Student provided the opportunity to meet with Appeal board to discuss ITR**
  - YES → Appeal Meeting before board
  - NO → Student advised in writing of the appeal outcome

- **Appeal Meeting is formed by TlWA Manager SS and the appeal reviewed**
  - YES → Appeal?
  - NO → Non Compliance is issued by GM TlWA Notice with external appeal

- **Intention to Report issued – TIWA SS Team Leader**
  - Supported? → NO
  - YES → Provide feedback to TAFE college and recommend future management strategy.

- **Provide Non Compliance notice, cancel student enrolment and COE’s (notify TAFE)**
  - YES → External Appeal
  - NO → Cancel Student enrolment and COE’s (notify TAFE)

- **Provide response to Ombudsman request**
  - Timeline unknown
  - Successful?

Where a student is being issued an Intention to report for suspension or cancellation relating to a breach of the TAFE International Code of Conduct a determination will be made as to whether the students enrolment should be maintained during this time. Where there is a potential risk to staff and/or other students the student will be removed from classes immediately. This decision will be made by TAFE International and the respective TAFE College.