



Government of **Western Australia**
Department of **Training**
and **Workforce Development**



INTERNATIONAL STUDENT COURSE PROGRESS POLICY

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VERSION: 3.1

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1. POLICY STATEMENT

This policy outlines the processes involved in monitoring the academic progress of international students as required under the *Education Services for Overseas Students Act 2000*, and contained in the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)*.

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

"At risk" students	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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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:

- outline course requirements for international students during designated orientation sessions and in the first class of each unit of study;
- 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 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. If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, TIWA will notify the student in writing of its Intention to Report the student to the Department of Home Affairs for unsatisfactory progress.

5.1.2 Higher Education Students

For academic progress procedures for students enrolled into a Higher Education course at a TAFE college; please refer to the college's Academic Progress Policy.

5.2 Monitoring of attendance (ELICOS students)

5.2.1 The 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 International Centre Manager. If the reasons for the unsatisfactory attendance are not acceptable, the International Centre Manager will send a request for an Intention to Report 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 once the cancellation of enrolment occurs.

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 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 International Centre Manager within five working days, 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 International Student Coordinator/Manager with the management of students at risk. Specifically, the International Student Coordinator/Manager will:

- record the actions taken to assist the student and inform TIWA;
- 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 and place them on an intervention strategy; and
- inform TIWA of the outcome of this process.

5.6 The Intervention Strategy

5.6.1 An Intervention Strategy is an individual plan developed by the International Student Coordinator/Manager, in consultation with the student; which provides details of specific assistance and/or advice given to the student to address the issues preventing the student from achieving competency.

5.6.2 Students will be placed on an Intervention Strategy if they are identified as “at risk” or if they have shown unsatisfactory progress.

5.6.3 The Intervention Strategy may include the following:

- arranging extra learning support and advice re 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 to repeat subjects;
- 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.

5.6.4 The Intervention Strategy must be discussed with and agreed to by the International Student Coordinator/Manager, the student and/or parent/guardian.

5.6.5 The 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.

5.6.6 The 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.

5.6.7 The 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.

5.6.8 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.

5.6.9 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.

5.7 Appeals

5.7.1 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.

5.7.2 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.

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

5.7.4 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 and their enrolment remains current.

5.7.5 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 for the next study period.

5.7.6 If an appeal is unsuccessful, the student will be issued with a non-compliance notice by TIWA, giving them 10 working days to appeal this decision with the Ombudsman Western Australian, should they wish to do so.

5.8 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; or
- the overseas student withdraws from the internal or external appeals process, by notifying the registered provider in writing.

5.9 Completion within the expected duration of study

5.9.1 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.

5.9.2 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; or
- where they are unable to access required units in a study period, due to timetabling constraints.

5.9.3 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.

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 – October 2016

Development Date	July 2012 – previously <i>RTO Policy 5: Management of international student academic progress</i>		
Revision History			
Review Date	Reviewer Name	Review Reason	Outcome & Changes
June 2013 V2.0	Director Academic Strategy	Continuous Improvement	Reviewed in accordance with streamlined processes
June 2014 V2.1	Director Academic Strategy	Sectoral changes	Adjusted to reflect legislative changes, and; changes to names of government departments
Nov 2014 V2.2	Director Academic Strategy	Sectoral changes	Adjusted to reflect legislative changes, and; changes to names of government departments
August 2015 V2.3	Director Academic Strategy	Continuous Improvement	Updated to provide clarity in relation to definitions of satisfactory and unsatisfactory progress
October 2015 V2.4	Director Academic Strategy	Continuous Improvement	Formatting adjusted to reflect DTWD policy template
July 2016 V2.5	Director Academic Strategy	Sectoral changes	Adjusted to reflect the following changes: <ul style="list-style-type: none"> • rebranding of STPs to TAFE Colleges;

			<ul style="list-style-type: none"> rebranding of Education and Training International to TAFE International Western Australia; and changes to the Australian visa program by the Department of Immigration and Border Protection as of 1 July 2016. Appendices added (process flowcharts)
March 2018 V3.0	Director Academic Strategy	National Code changes and Sectoral changes	<p>Updated to reflect the following changes:</p> <ul style="list-style-type: none"> amalgamation of Standards 9,10 and 11 of National Code 2007 into Standard 8 of National Code 2018; and change in name of Department of Immigration and Border Protection to Department of Home Affairs.
October 2018 V3.1	Director Academic Strategy	ASQA Re-Registration Audit	<p>Adjusted as a result of findings of the ASQA 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.</p>

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

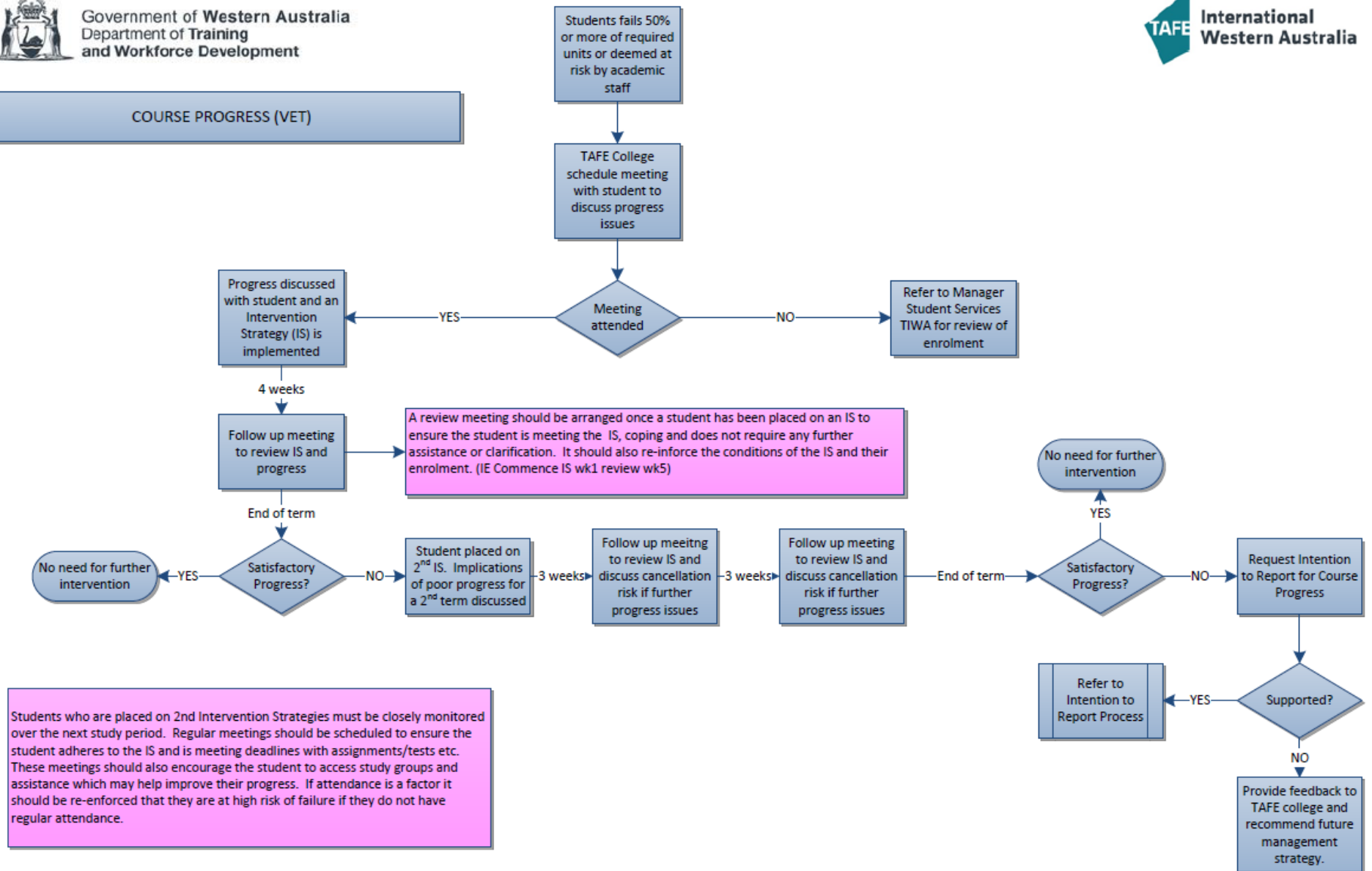
Appendix 3: TAFE International Western Australia Intention to Report Flowchart



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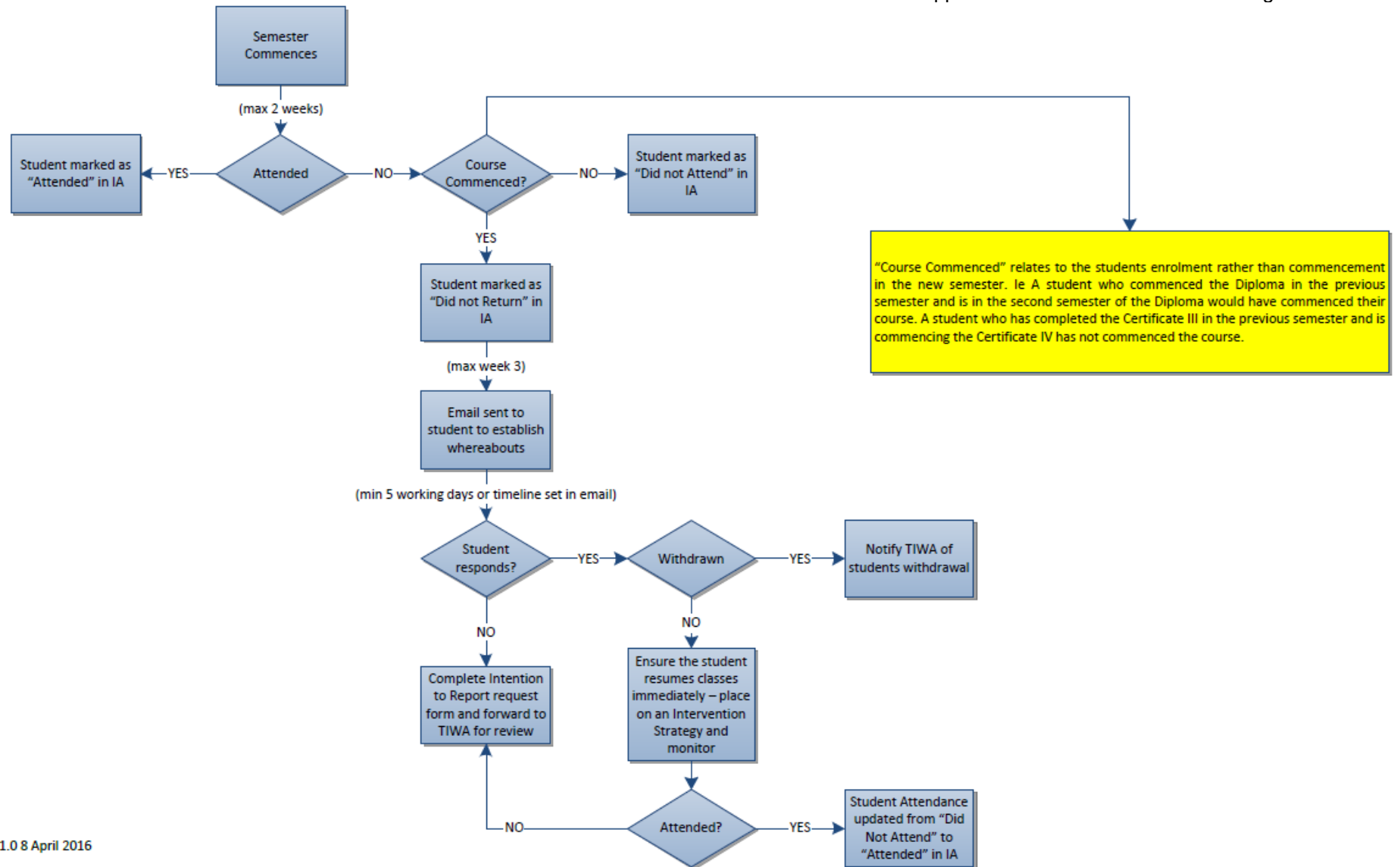


COURSE PROGRESS (VET)



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



Appendix 3: Intention to Report Process

To suspend and/or cancel a students enrolment an Intention to Report (I2R) must be issued prior to any suspension and/or cancelation being actioned. The I2R provides the student with 20 working days for appeal. Unlike course progress which requires 2 consecutive Intervention Strategies (IS) to be in place, I2R'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.

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.

