

Version	9.0
Last Amended	1 May 2023
Approved By	CEO
Date Approved	1 May 2023
Reference	Monitoring Course Progress Policy and Procedures v9.0

Monitoring Course Progress and Intervention Policy and Procedures

1 Purpose

This policy:

- regulates Windsor College Pty Ltd (Windsor) in monitoring overseas/ international VET students' course progress in conjunction with the Completion within the Expected Duration of Study Policy and Procedures.
- identifies and offers support to those at risk of not meeting course progress requirements.
- ensures that Windsor only extends the duration of an overseas student's enrolment in certain circumstances and advises them of potential impacts on their student visa.

2 Policy Statements

- 2.1 Windsor monitors overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.
- 2.2 The expected duration of study specified in the overseas student's CoE must not exceed the CRICOS registered duration.
- 2.3 Windsor monitors 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.
- 2.4 Windsor has and implements documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or if applicable 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.
- 2.5 Windsor clearly outlines and informs the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.
- 2.6 Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.
- 2.7 Windsor as registered provider of VET courses as defined in the NVETR Act has and implements this documented policy and process for assessing course progress that includes:
- requirements for achieving satisfactory course progress, including policies that promote and uphold the academic integrity of the registered course and meet the training package or accredited course requirements where applicable, and processes to address misconduct and allegations of misconduct
 - processes for recording and assessing course progress requirements

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Windsor College Pty Ltd trading as Windsor College Australia - RTO Provider Code 41090 - CRICOS Code: 03560K –

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- c. processes to identify overseas students at risk of unsatisfactory course progress
 - d. details of the college's intervention strategy to assist overseas students at risk of not meeting course progress requirements in sufficient time for those overseas students to achieve satisfactory course progress
 - e. processes for determining the point at which the overseas student has failed to meet satisfactory course progress.
- 2.8 Where Windsor has assessed the overseas student as not meeting course progress or if applicable attendance requirements, the college will give the overseas student a written notice as soon as practicable which:
- a. notifies the overseas student that Windsor intends to report the overseas student for unsatisfactory course progress or if applicable unsatisfactory course attendance
 - b. informs the overseas student of the reasons for the intention to report
 - c. advises the overseas student of their right to access Windsor's complaints and appeals process, in accordance with Standard 10 of the National Code 2018 (Complaints and appeals), within 20 working days.
- 2.9 Windsor will only report unsatisfactory course progress or if applicable unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:
- a. the internal and external complaints processes have been completed and the decision or recommendation supports the college, or
 - b. the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
 - c. the overseas student has chosen not to access the external complaints and appeals process, or
 - d. the overseas student withdraws from the internal or external appeals processes by notifying the college in writing.
- 2.10 Windsor assesses the course progress of students in accordance with these policy and procedures at the end point of every study period. A Study Period is equal to 10 weeks for VET courses.

3 Scope

This policy applies to:

- International students enrolled at Windsor
- Windsor Marketing, Enrolment, Academic, Student Services and Administrative staff.

All staff are made aware of the requirements of this policy through staff induction, regular meetings, staff updates and continuous improvement practices. Students are made aware of the course progress requirements through the Student Prospectus, College's website, Student Handbook, and during the enrolment and orientation processes.

4 Procedures

4.1 Recording Student Academic performance

All VET students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification that they are enrolled in based on their assessment outcome. The assessment shall be conducted by qualified trainers / assessors according to the Windsor's assessment tools, methods and the recording processes.

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All academic results are entered into the Students Management System by the Administration staff.

4.2 Monitoring Student Course Progress

- a) The progress of VET students is monitored through the completion of unit assessments, which occur as a minimum at the end point of each study period.
- b) A Study Period is equal to 10 weeks for VET courses.
- c) The VET trainers monitor students' progress for each unit through formative and summative assessments and record students' progress. Every two weeks, the VET trainers are to enter students' assessment results for each unit into a result report for VET students and submit it to the Administration staff. When the trainers identify that the students are at risk of not being able to successfully complete the unit as scheduled, the trainers will provide extra support to help the students. If the students are deemed "Not Yet Competent" in a unit, after providing extra support, trainers will organise re-assessments for the students.
- d) Student competency results for VET students are recorded in our Student Management System.
- e) At the end of a study period the Director of Studies will prepare reports from the Student Management System regarding students with any of the following issues:
 - o A VET student who has been deemed 'Not Yet Competent (NYC)' in 50% or more of the units that he/she has attempted in the study period.
 - o The current course load may restrain the student from completing the course within the expected duration as specified on the student's CoE.
- f) If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy must be activated within the first four weeks of the following study period. However, if the College identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, the College is to implement its intervention strategy as early as practicable.
- g) The Director of Studies will inform the Student Support Officer to send relevant warning letters to the students who are "at risk" of not meeting satisfactory course progress requirements. The Student Support Officer will send relevant warning letters to the students with unsatisfactory course progress results by email.
- h) Where a trainer/assessor has identified a student at risk of making unsatisfactory course before the end of the study period, the trainer/assessor needs to notify the Director of Studies immediately.
- i) There are 2 warning letters to be sent to students with unsatisfactory course progress. They are "Unsatisfactory Course Progress Warning –Initial" and "Unsatisfactory Course Progress Warning – Final" letters. They will be sent by email.
- j) The students will be contacted by the Student Support Officer by telephone or email and invited to a meeting to develop an action plan, which assists to improve student's academic performance.
- k) The student will need to come and discuss the appropriation of the course selection and opportunities for reassessment in units previously been assessed as 'Not Yet Competent' with the Director of Studies.

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- l) The student will be made aware that unsatisfactory course progress in two consecutive study periods will be reported to the ESOS Agency and Department of Home Affairs by Windsor and can lead to cancellation of their student visa (depending on the outcome of any appeal process if accessed).
- m) Delegated by the Director of Studies, the Trainer/Assessor will work with the student to ensure that the discussed action plan is implemented and produces higher levels of academic performance. Where the intervention strategy fails to promote student's academic performance a further meeting will be arranged to discuss additional support / counselling.
- n) Without a reasonable cause for ongoing underperformance (i.e. not making satisfactory course progress for two consecutive study periods), the Windsor's Director of Studies will evaluate the situation for the termination of student enrolment.
- o) The reasonable cause is compassionate or compelling circumstances that are beyond the control of the student and they have an impact on the student's capacity and/ or ability to progress through course. These could include but are not limited to:
- Serious illness to injury, where a medical certificate states that the student was unable to attend classes
 - Bereavement of close family members such as parents or grandparents (where possible death certificate should be provided).
 - Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impact on their studies.
 - A traumatic experience which could include but not limited to:
 - Involvement in or witnessing of an accident, or
 - A crime committed against the student, or
 - The student has been a witness to a crime and that has impact on the student (these cases should be supported by the police or psychologist's report).
- p) If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, the Director of Studies will notify the student in writing of its intention to report the student to the ESOS Agency and Department of Home Affairs for unsatisfactory progress using the Student Course Progress Breach Recorded Letter. The written notice "Student Course Progress Breach Recorded Letter" will inform the student that he or she is able to access the Windsor's complaints and appeals process and that the student has 20 working days in which to do so. This letter will be sent by email.
- q) Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, the student withdraws from the process, or the process is completed and results in a decision supporting Windsor (ie. the student's appeal was unsuccessful) the Director of Studies will notify the ESOS Agency and Department of Home Affairs through PRISMS as soon as practicable of the student not achieving satisfactory course progress.
- r) A copy of all letters, details of phone calls/SMS made, and any reports are to be kept in the student's file by the Student Support Officer

4.3 Activation of Intervention Strategy

- a) **If a student is not making satisfactory course progress in a study period**, within the first four weeks of the following study period, the Director of Studies will inform the Student Support Officer to send a **Warning Letter** indicating the student is required to contact the college and organise an

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- appointment with the Director of Studies to discuss his/her unsatisfactory course progress and intervention strategies to ensure their course progress is satisfactory for the following study period.
- b) If the student does not respond within 7 days, the Student Support Officer will contact the student via telephone or email. If this fails, the matter shall be forwarded to the Director of Studies who will then again try to contact the student and pursue the matter further.

4.4 If a student is identified as not making satisfactory course progress 2 consecutive compulsory study periods in a course:

- a) The student shall be sent a 'Student Course Progress Breach Recorded' letter indicating they are going to be reported to the ESOS Agency and Department of Home Affairs for unsatisfactory course progress in their course of study.
- b) They are also informed of their ability to access the complaints and appeals process and have 20 working days to do so.
- c) Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, the student withdraws from the process, or the process is completed and results in a decision supporting Windsor (ie. the student's appeal was unsuccessful) the Director of Studies will notify the ESOS Agency and Department of Home Affairs through PRISMS as soon as practicable of the student not achieving satisfactory course progress.
- d) A copy of all letters, details of phone calls/SMS made, and any reports are to be kept in the student's file by the Student Support Officer

A non-genuine/non bona fide student is defined by Windsor College as a student with erratic (irregular/ inconsistent) course progress or does not progress in their course and does not attend/does not participate in regular classes. The College will ensure that prior to enrolment, students are made aware of the grounds on which cancellation of enrolment may occur as provided to them via the International Student Handbook.

All breaches to student's visa conditions must be reported via PRISMS even if the student has ceased study.

5 Related Standard

This policy and procedure supports:

- 'Standard 8' of the ESOS National Code 2018.
- 'Standard 10' of the ESOS National Code 2018.
- English Language Intensive Courses for Overseas Students (ELICOS) Standards 2018.

6 Related Documents/Forms

1. Intervention Strategy form
2. Unsatisfactory Course Progress Warning Letter-Initial
3. Unsatisfactory Course Progress Warning Letter-Final
4. Student Course Progress Breach Recorded Letter
5. Complaints and Appeals form
6. Complaints and appeal log

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