



Course Progress Policy & Procedure

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Purpose

The purpose of this policy is to ensure that Ruby Institute monitors international students to ensure that they can complete their course 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.

The intention of this policy is to provide all students with the best opportunity to meet their study goals and aspirations and to 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*, as well as *English Language Intensive Course for Overseas Students (ELICOS) Standards 2018* Standard P4.

Definitions

Academic staff includes ELICOS teachers and VET trainer/assessors as relevant to course/student.

CoE means Confirmation of Enrolment

DHA means Department of Home Affairs

ELICOS Standards means the *English Language Intensive Course for Overseas Students (ELICOS) Standards 2018*

ELICOS Students means students enrolled in English Language Intensive Course for Overseas Students

ESOS Act means the Education Services for Overseas Students Act 2000

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

PRISMS means Provider Registration and International Student Management System (PRISMS).

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



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VET Students means students enrolled in nationally recognized training

Satisfactory course progress means a student successfully achieving competency in 50% or more of the units enrolled in a study period.

Unsatisfactory course progress means a student not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

Policy and Procedure

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

2. Study Periods

- Students who do not meet course progress requirements are at risk of having their visas cancelled.
 - **For VET Students:**
 - Study periods may also be known as 'terms' and are described Training and Assessment Strategies and course outlines. They are designed to ensure the academic integrity of the course is upheld.
 - Students are assessed for satisfactory course progress at each endpoint of each study period. A student must be identified as at risk prior to being reported as having not met satisfactory course progress requirements.
 - **For ELICOS Students**
 - Study periods may also be known as 'levels' as described in Curriculum documents, typically 10-12 weeks.
 - Curriculums describe the weeks in which summative assessment occurs and these weeks also define the end of each subsequent monitoring period, typically 3-4 weeks.

3. Determining if a student has meet course progress requirements

- Students must have demonstrated **satisfactory course progress requirements** by the end each study period, which is defined as follows:
 - **For VET students** - They must have successfully completed or achieved competency in 50% or more of the units enrolled in the ending study period.
 - Assessment task due dates are outlined and communicated to students at the commencement of each new study period/term.
 - **For ELICOS students** - They must have achieved a passing grade of 60% on summative assessment tasks and attended at least 80% of total course classes.
 - Details of summative assessments and which weeks they occur in are outlined in the Course Curriculum and communicated to students at the commencement of each new study period/level.



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4. Determining at risk students

For VET Students

- Students will be deemed at risk of not meeting course progression requirements if they:
 - do not participate in a summative assessment task.
 - not attending the scheduled sessions for more than two consecutive weeks without explanation or contact
 - do not submit an assessment task within 2 weeks of the due date.
 - have received an assessment outcome of Not Yet Competent in 50% or more of units enrolled in the study period.

For ELICOS Students

- Students will be deemed at risk of not meeting course progression requirements if:
 - They have not participated in formative and summative assessment tasks
 - They have not achieved a passing rate of (60%) on a summative assessment task
 - Their total course attendance is at or below either 90% or 85% and at risk of dropping below minimum of 80%

5. Progress Monitoring

- All students progress will be monitored using the *Course Progress and Attendance Monitoring Tool*.
- At the end of each monitoring period:
 - The monitoring report is updated by the Training Manager or Student Services Manager/Coordinator including a status of progressing, at risk or not progressing for all overseas VET students on each reporting date. This is based on current evidence located in student files and other academic records.
 - The Training Manager or Student Services Manager/Coordinator will consult with academic staff if there is any uncertainty or more evidence needed to confirm or deny a student's course progress status.
- The monitoring report will also record commencement and review dates for all Intervention Strategies.

6. Intervention Strategy

- Ruby Institute ensures that it identifies, notifies and assist students where there is evidence that the student is at risk of not meeting course progress requirements.
- For students at risk of not meeting course progress requirements, an individual intervention plan will be developed that documents the support that will be provided. This may include:
 - English language support;
 - reviewing learning materials with the student and providing information to students and in a context that they can understand;
 - providing extra time to complete tasks;
 - providing access to supplementary or modified materials;
 - providing supplementary exercises to assist understanding;



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- attending academic skills programs;
- attending tutorial or study groups;
- attending study clubs;
- attending counselling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- referral to external organizations where Ruby Institute is unable to address the identified learning or academic issues:
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

7. Extension to an expected course duration

- Extensions to the course duration specified on the CoE are only allowed where:
 - A student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress, or
 - An approved deferral or suspension of studies has been granted in accordance with Ruby Institute's *Deferral, Suspension and Cancellation Policy and Procedures*.
 - Compassionate or compelling circumstances apply (suitable evidence must be 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 on the student's studies;
 - a traumatic experience which has impacted on the student and which could include involvement in or witnessing of 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 Ruby Institute 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.
- 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 Department of Education and Training (DHA) 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, Ruby Institute will advise the student to contact the Department of Human Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

8. Online or distance learning enrolment

VET Students

- Ruby Institute will not deliver a course exclusively by online or distance to an international student.



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ELICOS Students

- Ruby Institute will only offer online or distance learning in addition to the required 20 hours contact time per week and as approved by ASQA.

9. Reporting students

- Where a student has demonstrated unsatisfactory course progress despite interventions implemented, Ruby Institute will be required to report the student to DHA via PRISMS and 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. Student will have received first and second warning letters before the notice of intention to report is issued.
- Students have the rights to appeal against decision to report as per Ruby Institute *Complaints and Appeals Policy & Procedures*. If the student chooses to access this process, the student will not be reported until this process is complete.
- Ruby Institute 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 will be kept on the student's file including warning letters, contact logs, and the notice of intention to report.

10. Publication

- This policy and procedure will be published in the Student Handbook to ensure that course progress requirements are clearly communicated to students before they commence their course.
- This policy will also be covered during orientation for overseas students and induction for all academic staff.