



PP-12 Course Progress and Intervention Strategy Policy and Procedures

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Policy

1. This policy supports Standard 8 of the ESOS National Code 2018 and section 19(2) of the ESOS Act.
2. AIST monitors overseas/ international students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.
3. The expected duration of study specified in the overseas student's CoE must not exceed the CRICOS registered duration.
4. AIST 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.
5. AIST has and implements these documented Course Progress and Intervention Strategy Policy and Procedures to identify, notify and assist an overseas student at risk of not meeting course progress 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.
6. AIST 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.
7. AIST as a registered provider of a course as defined in the NVETR Act has and implements these policy and processes for assessing course progress that includes:
 - a. requirements for achieving satisfactory course progress, and 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 described in the Plagiarism and Cheating Policy and Procedures. Please see Plagiarism and Cheating Policy and Procedures on AIST's website.
 - b. processes for recording and assessing course progress requirements
 - c. processes to identify overseas students at risk of unsatisfactory course progress
 - d. details of the registered provider'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.
8. Where AIST has assessed the overseas student as not meeting course progress requirements, AIST will give the overseas student a written notice as soon as practicable which:
 - a. notifies the overseas student that AIST intends to report the overseas student for unsatisfactory course progress



- b. informs the overseas student of the reasons for the intention to report
- c. advises the overseas student of their right to access the complaints and appeals process, in accordance with Standard 10 (Complaints and appeals) of the National Code 2018, within 20 working days.
9. AIST will only report unsatisfactory course progress 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 AIST, 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 AIST in writing.
10. AIST will be proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements.
11. AIST monitors, records and assesses the course progress of each student for each unit of the course for students or for each level for students for which the student is enrolled in accordance with these policy and procedures.
12. AIST 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 defined as 10 weeks duration of study.
13. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.
14. Students are informed during an orientation about their course requirements.
15. AIST takes appropriate intervention actions when a student is at risk of not progressing satisfactorily or completing their course. Every effort will be made to proactively assist students to achieve satisfactory course progress.
16. AIST has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress. At a minimum, the intervention strategy is activated where the student has failed/ not completed or is deemed not yet competent in 50 per cent or more of the units attempted/ of the course requirements in any study period. AIST may choose to intervene at any point before the end of a study period for example if the student does not attend the classes regularly or does not respond to AIST's attempts to assist the student in achieving satisfactory course progress.
17. At the end of each compulsory study period, students will be assessed against the Course Progress and Intervention Strategy Policy and Procedures. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy will be activated within the first three weeks of the following study period.
18. If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, AIST will notify the student of its intention to report the student to the ESOS Agency and Department of Home Affairs for unsatisfactory progress. AIST does this through the Intention to Report Letter – Unsatisfactory Course Progress that informs the student that the student is able to access AIST's Complaints and Appeals Policy and Procedures that the student has 20 working days in which to do so. A student may appeal on the following grounds:
 - a. AIST's failure to record or calculate a student's marks accurately,
 - b. compassionate or compelling circumstances, or
 - c. AIST has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
19. The Complaints and Appeals Policy and Procedures and Complaints and Appeal Form are available on AIST website www.aist.edu.au
20. Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.



- a. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), AIST does not report the student, and there is no requirement for intervention.
 - b. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through AIST's intervention strategy, and AIST will not report the student.
21. Where the student has chosen not to access AIST's 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 AIST (i.e. the student's appeal was unsuccessful), AIST will notify the ESOS Agency and Department of Home Affairs through PRISMS as soon as practicable of the student not achieving satisfactory course progress.
 22. AIST notifies the ESOS Agency and Department of Home Affairs through PRISMS of the student not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds AIST's decision to report.
 23. This policy applies to AIST's international students and staff.
 24. The CEO is responsible for the implementation of the policy and procedures and to ensure that students and staff are aware of its application and implement its requirements.

Procedures

Requirements

1. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. Students who are "at risk" of not meeting satisfactory course progress requirements will be interviewed, counselled and will be placed on a course intervention strategy.
2. All causes of unsatisfactory course progress or being "at risk" are to be considered including academic causes and non-academic causes such as personal issues.
3. The progress of each student is systematically monitored, recorded and assessed.
4. AIST assesses each student within one month of the end of each study period according to this policy.
5. AIST has an intervention strategy that identifies, notifies and assists students who are at risk of not making satisfactory course progress at least fortnightly.
6. Where AIST has assessed the student as being "at risk" AIST will inform the student and implement an intervention strategy.
7. Where AIST has assessed the student as not meeting satisfactory course progress in a second consecutive study period, AIST will inform the student in writing of its intention to report the student and that he or she is able to access AIST's complaints and appeals process within 20 working days.
8. AIST will notify the ESOS Agency and Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress after the appeals process (if actioned) is finalised and upholds AIST's decision to report the student.

Definitions

1. A study period is defined as 10 weeks duration of study.
2. Being "at risk" of not meeting satisfactory course progress requirements means:
 - fails more than 50% of units attempted or the course requirements in any study period; or
 - is unable to complete a course within the expected duration of study as recorded on the CRICOS register and the students CoE after having their programme reviewed by the Academic Manager; or
 - is absent for 28 consecutive days without prior approval or a medical certificate from a registered medical practitioner.
3. Failing a unit means being assessed as "Not Yet Competent" for a completed unit.
4. Satisfactory progress means that students have not been identified as being "at risk".



Method

1. The trainers monitor students' progress for each unit through formative and summative assessments and record students' progress. 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.
2. Overall student progress is monitored through the completion of unit assessments, which occur as a minimum at the end of each study period. A Study Period is equal to 10 weeks.
3. Student competency results are recorded in AIST's Student Management System, aXcelerate.
4. Within one month of the completion of a study period, the Student Support Officer will generate and print a report for students. The Academic Manager will review the progress of all students for Satisfactory Course Progress in the study period.
5. The Academic Manager will review a student competency result report and mark students who have not successfully completed at least 50% of the number of assessments/ part of assessments that are supposed to be finished.
6. The Academic Manager will inform the Student Support Officer to send 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.
7. A trainer/ an assessor is to notify the Academic Manager as appropriate for all relevant students who are observed as at risk of risk of not completing the course.
8. There are 2 warning letters to be sent to students with unsatisfactory course progress. They are Unsatisfactory Course Progress First Warning and Unsatisfactory Course Progress Final Warning letters. They are sent by email.
9. Students will be counselled by the Academic Manager.
10. The course counselling interview and fortnightly intervention meetings will be initiated by the Academic Manager; however, appropriate personnel such as Student Support Officer or counsellors may be called on to assist with the process or to be a delegate for Academic Manager.
11. At the course counselling interview, academic and non-academic issues are to be explored, solutions sought and the following intervention strategies may be put in place where appropriate:
 - Programmes to address academic and non-academic issues
 - Student attendance timetable drawn-up
 - Student study timetable drawn-up as part of a Progress Improvement Plan
 - A fortnightly intervention meeting for the current study period with the Academic Manager or a delegated person will be scheduled
 - A fortnightly academic involvement report requested from each subject trainer
 - Resitting assessments
 - Undertaking additional units in subsequent study periods to "catch up" with the training programme schedule
 - Optional holiday programmes to "catch up" or undertake additional units
 - Place a copy of the warning letter and all other relevant documents in the student's file.
 - At the fortnightly intervention meeting the following can be reviewed
 - Fortnightly attendance
 - Fortnightly academic involvement
 - Implementation of the study timetable
 - Personal counselling
 - Increased monitoring
12. Students will be required to accept the intervention strategy proposed by AIST.
13. Students failing to attend the course counselling interview/ intervention meeting without a reasonable excuse will be sent the next warning letter/ intention to report letter by email, a copy will also be kept in the student's file by the Student Administration.



14. Students failing to attend the course counselling interview or fortnightly intervention meeting without a reasonable excuse may be sent an Unsatisfactory Course Progress Final Warning letter/ Intention to Report Letter - Unsatisfactory Course Progress Letter by email; a copy will also be kept on the student's files by the Student Administration.
15. If a student fails more than 50% of units/course requirements in two consecutive study periods, AIST will notify the student in writing of its intention to report the student for not achieving satisfactory academic progress. The student will be sent an Intention to report letter by email, a copy will also be kept on the student's file. The student is informed he/ she has 20 working days to appeal to AIST by accessing AIST's Complaints and Appeals Policy and Procedures.
16. If the appeal is not upheld or the student withdraws from the appeal process, the Academic Manager or delegate will report the student to the ESOS Agency and Department of Home Affairs through PRISMS. The Academic Manager or delegate will inform the CEO about the reporting.
17. The Report to ESOS Agency-Unsatisfactory Course Progress letter signed by the Academic Manager will be sent by email; a copy will also be kept on the student's file by the Student Administration.