1. Monitoring Course Progress

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**Statutory and regulatory compliance**

- National Code 2007 Standards 9, 10
- Section 19(2) of the ESOS Act 2000

**Related Policies**

- Learner Support and Welfare Services
- Reviewing and Improving Learner Support and Welfare Services
- Attendance
- Compassionate or Compelling Circumstances
- Complaints and Appeals
- Applications, Offers and Enrolments
- Information Provided to Applicants Prior to Enrolment
- Records Management
- Fees and Charges
- Deferment, Suspension or Cancellation of Enrolment
- Completion within Expected Duration
- Refunds
- Scheduling and Timetabling

**Related Documents**

- Learners at risk report
- Notice of risk of failure to meet satisfactory course progress
- Intervention strategy agreement (Intervention strategy meeting outcome)
- Register of learners notified of being at risk of failure to meet satisfactory course progress requirements
- Notice of intention to report to DIBP for unsatisfactory course progress
- Complaint or appeal lodgement form
- Final letter to report (outcome of internal review)
- Report of learners to be reported to DIBP for failure to meet satisfactory course progress policy

**Policy**

IETS systematically monitors and records the progress of each student for the courses in which they are enrolled. IETS will monitor the progress of learners and assist them to meet their study goals throughout their courses.
Learners are required to meet satisfactory course progress requirements according to the DOE-DIBP course progress policy.

A compulsory study period is defined as one IETS term (of variable duration according to the qualification undertaken, but usually ten weeks). Further definition is provided below.

All learners will have their progress monitored at the end of each study period (one IETS term). Arrangements will be put in place to assist those learners who are identified as not making satisfactory course progress.

Learners who do not meet the requirements for satisfactory course progress over two consecutive compulsory study periods will be considered in breach of visa condition 8202 and will be reported to the Department of Education (DOE) and the Department of Immigration and Border Protection (DIBP).

Throughout the process of course progress monitoring, learners will be provided with appropriate avenues of appeal.

## Procedures

### Satisfactory course progress requirements

A student who has been assessed as not yet competent in 50% or more of the units attempted in a compulsory study period of ten weeks (one IETS term) is deemed to have not met satisfactory course progress requirements. Information about satisfactory course progress requirements is provided in the Learning and Assessment strategy for each qualification.

### Learners at risk

A student at risk is defined as one who has not made satisfactory academic progress in a course for a compulsory study period (providing the study period is not the second consecutive study period for which this is the case), and is therefore subject to an intervention strategy. Information about satisfactory course progress requirements is provided in the Learning and Assessment strategy for each qualification.

The Academic Director is responsible for identifying learners at risk. Following the completion of the entry of all assessment outcomes at the end of each compulsory study period, the Academic Director will produce a report which identifies all learners at risk (Learners at risk report). The report will identify learners at risk by student number and name, and list the units of competency for which they have been assessed as not yet competent.

### Notifying learners of the requirement to attend an intervention strategy meeting

The Student Services Manager is responsible for making contact by mail and email with all learners at risk. The letter sent to learners at risk is referred to as the notice of failure to meet course progress requirements.

The letter notifies learners at risk that:

- they have not met satisfactory course progress requirements for the previous study period
- they are required to attend an intervention strategy meeting with the Academic Director (or a designated trainer/assessor delegated by the Academic Director)

The letter will have a current statement of attainment enclosed.

Learners will be provided with details of a time and place to meet with the Academic Director or a trainer/assessor delegated by the Academic Director. Learners are required to confirm that they will attend the meeting by tearing off the “meeting confirmation” slip and returning it to the reception desk.

If a student at risk does not return the meeting confirmation slip within five working days, the Student Services Manager will attempt to make contact with the student by telephone, email and text.
message in order to advise the student of the requirement to attend an intervention strategy meeting. If the student is unable to be contacted by any of these means, a note will placed on the attendance roll alerting trainers/assessors to the fact that the student must be informed of the requirement to contact the Student Services Manager.

**Intervention strategy meetings**

The Academic Director or a trainer/assessor delegated by the Academic Director will meet with all learners at risk. These meetings are referred to as intervention strategy meetings.

The objective of the each intervention strategy meeting is to develop a strategy to:

- help the student meet the course progress requirements for the current study period
- enable the student to satisfy the conditions of their student visa by completing their course within the expected duration.

Intervention strategy meetings must take place as soon as possible following the end of the study period, but no later than the end of the third week of the following study period.

The intervention strategy meeting with each student at risk will address the issue of not meeting satisfactory course progress requirements in the previous study period.

The following topics will be amongst those discussed during the intervention strategy meeting with each student at risk:

- the consequences (reporting to DIBP for unsatisfactory course progress) of not meeting satisfactory course progress requirements in two consecutive study periods.
- the requirement to attend scheduled meetings to discuss progress
- the suitability of the course for the student
- a revised study plan (e.g. a decreased study load, reassessment in units of competency for which the student has not been assessed as competent and for which the student has not been previously reassessed)
- the availability of academic support classes and their suitability for the student (there is a fee for each two-hour academic support class – please refer to the current fee schedule)
- the availability of referral to personal guidance counsellors (internal or external) (there is no fee for referral to counselling), although external counselling may incur a fee
- attendance at ongoing individual case management sessions to discuss progress
- assistance with issues of language, literacy or numeracy
- the student may be required to attend LLN skills assistance classes
- the availability and suitability of one-on-one academic mentoring (there is a fee for one-on-one academic mentoring – please refer to the current fee schedule)

An intervention strategy, designed to provide the student with the opportunity to recover from the unsatisfactory academic progress and recommence a successful study program, will be planned, documented, and agreed during the intervention strategy meeting.

**Intervention strategy agreement**

At the end of the intervention strategy meeting, the Academic Director or the delegated trainer/assessor and the student will agree upon an intervention strategy. The intervention strategy will require subsequent meetings with the Academic Director or other identified members of staff.

The Academic Director will provide the student with an intervention strategy agreement which is signed by both parties. The intervention strategy agreement will summarise the topics discussed during the intervention strategy meeting and list the remedial activities agreed upon.

The intervention strategy agreement will include, but not be restricted to:
Monitoring the intervention process

Learners at risk will be required to attend meetings with the Academic Director, or with a trainer/assessor delegated by the Academic Director, at the times and locations specified in the intervention strategy agreement. During these meetings, each student’s progress according to the agreed actions of the intervention strategy will be reviewed.

If the Academic Director determines that a student has failed to comply with the agreed actions of the intervention strategy, or if the student is experiencing difficulty with the requirements of the intervention strategy, the Academic Director or delegated trainer/assessor will organise additional support for the student as necessary.

Any additional support strategies will be discussed during a meeting of the Academic Director or delegated trainer/assessor and the student, and documented and agreed in writing between the Academic Director or delegated trainer/assessor and the student.

Additional support strategies may incur a fee according to the schedule of fees documented in the enrolment offer and acceptance agreement.

Register of learners notified of at risk

All learners at risk will have their details added to the register of learners at risk.

Appealing the need for an intervention

A student at risk may decide to appeal the necessity for intervention. If so, the IETS appeals process can be invoked by the student. A student has 20 working days to appeal the decision to report to place them on academic probation and implement an intervention strategy. The 20 working days begins from a date specified in the letter which allows for reasonable time for delivery of the letter.

Learners no longer at risk of failure to meet course progress requirements

If a student demonstrates competency in 50% or more of the units of competency in the study period following that in which the student was identified as being at risk, the student will be deemed as no longer at risk. The register of learners at risk will be updated accordingly by the Student Services Manager.

Filing details of intervention

Individual intervention strategies are to be filed in the student’s hard file, entered as notes in the student database and filed in the “learners at risk” folder (maintained by the Student Services Manager). A record of each student’s participation in activities agreed as part of the intervention strategy is to be kept and stored in the student’s file.

Intention to report to DIBP

At the end of each study period, the Student Services Manager will produce a report on the progress of all learners previously identified as being at risk. Learners who for two consecutive study periods have not met satisfactory course progress requirements will be notified by mail and email of IETS’s intention to report them to DIBP.
Learners who are sent a letter informing them of IETS’s intention to report them to DIBP for not meeting course progress requirements will have their details added to the register of learners to be reported to DIBP for not meeting satisfactory course progress requirements.

**Appealing against IETS’s intention to report to DIBP for not meeting satisfactory course progress requirements**

A student has 20 working days to appeal the decision to report to DIBP for not meeting satisfactory course progress requirements. The 20 working days begins from a date specified in the letter (allowing for reasonable delivery time) informing the student of IETS’s intention to report which allows for reasonable time for delivery of the letter.

Notices of intention to report to DIBP for not meeting satisfactory course progress requirements are sent by registered mail to the address on the student’s file and by email to the email address on the student’s file. Registered post delivery confirmation and email read delivery is requested.

If no appeal is received, then the Student Services Manager is responsible for contacting the student on the 19th working day following the date specified in the letter in order to provide the student with a final opportunity to lodge an internal appeal. Contact will be made by telephone and email.

For more information, please refer to the IETS Complaints and Appeals policy.

**Grounds for Appeal**

If the student appeals the decision to report for not meeting satisfactory course progress requirements, the appeals process will be invoked according to the IETS complaints and appeals and procedures.

Grounds for learners to appeal against IETS’s decision to report the student to DIBP for not meeting satisfactory course progress requirements are:

- IETS has not recorded or calculated the student’s results correctly
- There are compassionate or compelling circumstances (as defined in the Compassionate and Compelling Circumstances Policy) which have contributed to the student’s unsatisfactory progress
- IETS has not implemented an intervention strategy in accordance with the documented policies and procedures
- IETS has not implemented other policies which may impact upon the student’s results, eg. assessment policy, feedback policy, moderation on appeal
- IETS has not made relevant policies available to the student

**Possible outcomes of the appeal process**

Possible outcomes of the appeals process are:

- Appeal is upheld because an error was made in a calculation and the student has made satisfactory progress. No further action is taken. All documentation is filed in the student’s file and a note is placed in the student’s file in the student database to the effect that appeal has been upheld.
- Appeal is upheld due to compassionate or compelling reasons for failure to meet satisfactory course progress requirements. In this case, an intervention strategy is implemented to support the student. All documentation is filed in the student’s file and a note in placed in the student’s file in the student database to the effect that the appeal has been upheld and an intervention strategy implemented.
- Appeal is dismissed. All documentation is sent to the CEO for reporting to DIBP through PRISMS as soon as practicable. All documentation is then placed in the hard file of the student and a note in the student’s file in the student database.
• Student withdraws from the appeals process by written notice. All documentation is sent to the CEO for reporting to DIBP through PRISMS as soon as practicable.

Final letter to report

If, after 20 working days, no appeal against the decision to report to DIBP has been lodged, or the outcome of the IETS appeal process does not support the student, or the student has appealed and then withdrawn from the appeals process, the Student Services Manager will generate a “final letter to report”.

This final letter to report will be sent by registered mail and by email to the address on the student’s file and by email to the email address on the student’s file. Registered post delivery confirmation and email read delivery is requested.

The final letter to report will specify that the student has 20 working days from a date specified in the letter (allowing reasonable time for delivery) to initiate an external review of the decision to report.

Advice to the student of the right to appeal the decision with the Overseas Student Ombudsman is included in the letter. Please refer to the external review policy for more information.

Reporting to DIBP

If no external review is initiated, the CEO will verify that correct procedures have been followed and initiate the reporting via PRISMS. This is done as soon as practicable, but within five days (consistent with the requirement of Section 19(2) of the ESOS Act 2000). DIBP will automatically be alerted when IETS reports a student to the Secretary of the Department of Industry, Innovation, Science, Research and Tertiary Education via PRISMS will be forwarded immediately by the Student Services Manager to the student’s last known address.

Documents to be filed

All documentation related to the reporting of the student for not meeting satisfactory course progress requirements is to be filed in the student’s file. This includes:

• the details of the intervention measures implemented for the student (the intervention strategy agreement)
• the written notice informing the student of IETS’s intention to report for not making satisfactory progress and advising the student of his/her ability to access IETS’s complaints and appeals process within 20 working days (notice of intention to report for unsatisfactory course progress)
• all details of any appeals made by the student and the outcomes of the appeal process
• The final letter to report