



Queensford College is the trading name of Malekhu Investments Pty Ltd  
ABN 17129064437 | RTO 31736 | CRICOS 03010G  
[www.queensford.edu.au](http://www.queensford.edu.au)

## Course Progression Monitoring Policy and Procedure

BRISBANE (Head Office)  
Level 2, 359 Queen Street  
Brisbane QLD 4000 Australia  
+61 7 3221 1626  
[info@queensford.edu.au](mailto:info@queensford.edu.au)

PARAMATTA  
Level 3, 1 Fitzwilliam Street  
Parramatta NSW 2150 Australia  
+61 2 8640 0040  
[sydneywest@queensford.edu.au](mailto:sydneywest@queensford.edu.au)

ADELAIDE  
Level 11, 90 King William  
Street  
Adelaide SA 5000 Australia  
+61 8 8410 4605  
[sa@queensford.edu.au](mailto:sa@queensford.edu.au)

## Version Control

Date	Version	Changes made	Author
17 Oct 2018	V1.0_GD	Released for comment	Gay Doyle

## Table of Contents

<b>1. SCOPE</b> .....	3
<b>2. Policy</b> .....	3
<b>2.1. Course Monitoring</b> .....	3
<b>2.2. Intervention Strategy</b> .....	3
<b>2.3. Notice of Intent to Report</b> .....	4
<b>3. Procedure</b> .....	6
<b>3.1. Warning Letter – Unsatisfactory Course Progress</b> .....	6
<b>3.2. Intervention Strategy Agreement Procedure</b> .....	7
<b>3.3. Notice of Intent to Report Procedure</b> .....	8

## 1. SCOPE

This policy applies to all International Students enrolled at Queensford College and all Queensford College staff who deal with all matters concerning VET or ELICOS International Students.

## 2. Policy

This policy is created pursuant to Section 19 of the ESOS Act 2000 and Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

### 2.1. Course Monitoring

1. Queensford College systematically monitors, records and assesses students' course progress. Queensford College proactively notifies students identified as being at risk of failing to meet their course progress requirements, implementing appropriate intervention strategies in order to support students to meet course progress requirements and complete their course within the expected duration specified on the overseas student's CoE.
2. Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in one compulsory study period.
3. Queensford College assesses each student's course progress at the end-point of each compulsory study period. A 'study period' is determined for each qualification individually and is dependent upon the duration of the course. The number and length of each study period per qualification, will be laid out in a student's course timetable and provided to the student upon completion of the enrolment process. During the orientation process, students are again informed of their course progress requirements and progress review dates.
4. At the end of each compulsory study period, students will be assessed to determine satisfactory course progress. If a student is identified for the first time as not achieving satisfactory course progress, an Intervention Strategy Agreement will be created and implemented.

Queensford College may choose to intervene at any point before the end of a study period should a student be deemed at risk of not achieving satisfactory course progress. Reasons may include, but are not limited to, the student's attendance has declined, does not respond to Queensford College's attempts to assist the student in achieving satisfactory course progress, identified LLN support requirements.

### 2.2. Intervention Strategy

An Intervention Strategy is initiated by:

- a) notifying students in writing that they have been identified as not achieving satisfactory course progress
- b) requesting that the student contact the College to make an appointment to meet and discuss the activation of an intervention strategy agreement

- c) following discussion with the student, creating a formal intervention strategy agreement, which is then acknowledged and the terms accepted, by both the student and the nominated Queensford College member of staff

The Intervention Strategy Agreement is activated as soon as practicable from the commencement of the subsequent study period, or earlier if necessary.

The strategies offered to help students meet course progress requirements may include, but are not limited to:

- a) implementation of strict attendance requirements
- b) requirement to submit all subsequent assessments by the identified submission due date
- c) discuss opportunities for makeup classes designed for intervention
- d) counselling sessions with the applicable Department Coordinators
- e) individual case management
- f) opportunity for re-assessment
- g) assigning a trainer mentor for ongoing monitoring
- h) additional English language support
- i) invitation for inclusion in support study groups or tutoring
- j) a combination of the above with a reduction in course load
- k) re-affirming with students that unsatisfactory course progress in two consecutive study periods may result in student being reported to the Department of Home Affairs, which may result in cancellation of their student visa (pending appeals process)

After an Intervention Strategy Agreement has been put in place for a student, all documentation and evidence of the intervention process, including measures used to assist a student, will be saved electronically to the student's file.

The student's adherence to the terms of the Intervention Strategy Agreement will be monitored and appropriate action taken should the student deviate from these terms. These actions may include:

- a) meeting with the student to again remind of agreed terms, requirement to achieve satisfactory course progress and possible consequences of continued unsatisfactory progress
- b) issuance of another formal warning should agreed terms continue to be disregarded by the student
- c) issuance of Notice of Intent to Report

### **2.3. Notice of Intent to Report**

Students identified as not making satisfactory course progress in a second consecutive study period, will be notified in writing (Notice of Intent to Report) as soon as practicable of the College's intention to report the student to the Department of Home Affairs for unsatisfactory progress.

Within the Notice of Intent to Report, students are informed of the reason the College intends to report them to the Department of Home Affairs, along with advising of their right to access the College's complaints and appeals process in accordance with Standard 10 of the National Code (Complaints and Appeals) and that they have 20 working days in which to do so. The student will

also be notified that the College will maintain the student's enrolment and cancellation will not take effect, until the appeals process has been completed.

The outcome of all internal overseas student appeals, will be determined by members of Queensford College's academic team, leadership team or other suitable delegated officers.

**Note:** should investigations/assessment of the appeal identify:

- Queensford College's failure to record or calculate a student's marks accurately and the student was in fact achieving satisfactory course progress, Queensford College will not report the student and under the circumstances, will determine whether the intervention strategy agreement will remain in place
- Queensford College had not implemented its intervention strategy and other relevant policies were not made available to the student, the student will not be reported and steps will be taken to immediately implement the College's intervention strategy and provision of support options to assist the student to achieve satisfactory course progress
- the student was able to provide genuine evidence demonstrating that compassionate or compelling circumstances apply, ongoing support will be provided to the student through the Queensford College's intervention strategy and the student will not be reported

Students failing to make satisfactory course progress will be reported to the Department of Home Affairs only after:

- a) the internal and external complaints and appeals processes have been completed and the breach has been upheld;
- b) the student chooses not to access the internal complaints and appeals process within the 20 working day period;
- c) the student chooses not to access the external complaints and appeals process;
- d) the student withdraws, in writing, from the internal or external complaints and appeals process

Queensford College notifies the Department of Home Affairs and the Department of Education and Training as soon as practicable through PRISMS of the student's failure to achieve satisfactory course progress, after the appeals process (if actioned) is finalised, and Queensford College's decision to report is upheld.

### 3. Procedure

Course progress of overseas students is monitored through the completion of units within individual study periods, which occurs as a minimum at the end point of each study period. A 'study period' is determined for each Queensford College qualification individually and is dependent upon the duration of the course. The number and length of each study period per qualification, will be laid out in a student's course timetable.

- Students are made aware of the course requirements for each study period and the Course Progress and Intervention Strategy Policy during the induction session.
- Trainers and assessors are made aware of the Course Progress and Intervention Strategy Policy at induction and reminded of monitoring of progress requirements during meetings.

Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in one compulsory study period.

All competency results for students are recorded in Queensford College's Student Management System - Dynamics.

#### 3.1. Warning Letter – Unsatisfactory Course Progress

1. Within seven (7) days of the completion of each study period, the respective trainer will update student results through the SMS trainer portal.
  2. Data and Reporting Officer/s generate student progress reports (per qualification) from the SMS and forward to International Student Support Officer and respective trainers. (Trainers to review, identify and advise of any discrepancies/errors).
  3. International Student Support Officer to review report and, in consultation with individual trainers, identify students who are deemed to not have achieved satisfactory course progress for:
    - a. **One study period (Warning Letter)**
    - b. **Two consecutive study periods (Notice of Intent to Report)**
- NOTE: Trainer must also notify the International Student Support Officer at any stage during a study period, should they identify any student who they deem at risk of not achieving satisfactory course progress.*
4. International Student Support Officer to prepare and send warning letter to all students who have been deemed as not achieving satisfactory course progress for one study period.
    - Warning letter must list the start date and completion date of the study period in question, along with a list of units from that study period deemed not competent.
    - re-affirm that unsatisfactory course progress in two consecutive study periods may result in student being reported to the Department of Home Affairs which could result in cancellation of their student visa (depending on outcome of the appeals process)
    - Once complete, warning letter is emailed to the student, copy sent to the respective trainer and copy saved on student file.

- Student name is to be added to USP and Intervention Strategy Tracking Spreadsheet. for tracking purposes.
  - Notes to be added to student account in Dynamics.
5. The warning letter requires students to contact the College within 10 working days to arrange a time to meet with the International Student Support Officer in order to create/implement an Intervention Strategy Agreement.

*If the student fails to contact the College within 5 working days, the International Student Support Officer must try to initiate contact using a range of methods including, telephone, SMS and email. Each contact attempt must be noted in the student's account in Dynamics.*

### 3.2. Intervention Strategy Agreement Procedure

1. International Student Support Officer (or other nominated Queensford College member of staff), meets with the student to discuss the student's unsatisfactory progress, discusses student support options and creates a formal intervention strategy agreement. The Agreement must be acknowledged and the terms accepted, by both the student and the Queensford College Officer.

The strategies offered to help students meet course progress requirements may include, but are not limited to:

- a) opportunities for makeup classes designed for intervention
- b) counselling sessions with the applicable Department Coordinators
- c) individual case management
- d) opportunity for re-assessment
- e) assigning a trainer mentor for ongoing monitoring
- f) additional English language support
- g) invitation for inclusion in support study groups or tutoring
- h) a combination of the above with a reduction in course load
- i) implementation of strict attendance requirements
- j) requirement to submit all subsequent assessments by the identified submission due date

Note: The Program Manager/Course Coordinator in conjunction with the respective trainer will hold responsibility for the follow options should they be included in a student's intervention strategy agreement:

- determining the workload in the case of a reduced study load being implemented
  - defining the workload and timeframes in the case of makeup classes and assessment resubmissions
2. The Intervention Strategy Agreement is activated as soon as practical from the commencement of the subsequent study period, or earlier if necessary.
  3. After an Intervention Strategy Agreement has been put in place for a student, the International Student Support Officer holds responsibility for retaining all documentation and evidence of the intervention program, including supporting documentation supplied by student (e.g. medical certificates), on the student's file.

4. The International Student Support Officer, in conjunction with the trainer/assessor and Program Manager/Course Coordinator, will monitor the student's adherence to the terms of the Intervention Strategy Agreement and take appropriate action should the student deviate from these terms. These actions may include:
  - a) meeting with the student to again remind of agreed terms, requirement to achieve satisfactory course progress and possible consequences of continued unsatisfactory progress, and secure commitment from the student
  - b) issuance of another formal warning should agreed terms continue to be disregarded by the student
  - c) issuance of Notice of Intent to Report

### 3.3. Notice of Intent to Report Procedure

1. Students identified as not making satisfactory course progress in a **second consecutive study period**, will be issued with a Notice of Intent to Report, as soon as practicable advising of the College's intention to report the student to the Department of Home Affairs for unsatisfactory progress.

*Students identified as not making satisfactory course progress for a second, **but not consecutive** study period, will not be reported, but will again be required to undergo further intervention and again be subject to an Intervention Strategy Agreement.*

Students are informed that they have the right to access the College's complaints and appeals process in accordance with Standard 10 of the National Code (Complaints and Appeals) and that they have 20 working days in which to do so. The student will also be notified that the College will maintain the student's enrolment and cancellation will not take effect until the appeals process has been completed.

2. The decision to report and cancel a student's enrolment will be actioned, should:
  - a) the internal and external complaints processes have been completed and the breach has been upheld;
  - b) the student chooses not to access the internal complaints and appeals process within the 20 working day period;
  - c) the student chooses not to access the external complaints and appeals process;
  - d) the student withdraws, in writing, from the internal or external complaints and appeals process
3. The decision **not** to report and cancel a student's enrolment should investigations/ assessment of the appeal identify:
  - a) Queensford College's failure to record or calculate a student's marks accurately and the student was in fact achieving satisfactory course progress, Queensford College will not report the student and under the circumstances, will determine whether the intervention strategy agreement will remain in place



b) Queensford College had not implemented its intervention strategy and other relevant policies were not made available to the student, the student will not be reported, and steps will be taken to immediately implement the College's intervention strategy and provision of support options to assist the student to achieve satisfactory course progress

c) the student was able to provide genuine evidence demonstrating that compassionate or compelling circumstances apply, ongoing support will be provided to the student through the Queensford College's intervention strategy and the student will not be reported

*'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:*

- *serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes*
- *bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)*
- *major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or*
- *a traumatic experience, which could include:*
  - *involvement in, or witnessing of a serious accident; or*
  - *witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)*