

**Standards:**

This Policy and Procedure relates to Standard 8 – Overseas student visa requirements in the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

This policy also relates to National Vocational Education and Training Regulator Act 2011 – to uphold the academic integrity of the training package.

**Policy Statement:**

SGSCC International Management and staff are committed to maintaining student academic progress throughout their course, to monitor their academic performance and to ensure that students are on target to successfully complete their course within the designated course timeframe. Strategies are in place to address any student who may not meet the requirements of the course and maintain course progress.

**Course Progress Defined**

Course progression refers to overseas students maintaining a satisfactory level of academic achievement in each of their study periods (SGSCC International operates its class schedules and timetables around 4 study periods per year. A study period is defined by the NSW School term calendar) and for their course overall.

Maintaining satisfactory course progression is important because this indicates that the student is achieving the required learning objectives for each stage of their course. Their progress will also be monitored in accordance with their course training-package rules. For example, there is a maximum time permitted for completing a course and there will be limits on the number of times a student can resubmit an assessment.

An overseas student's failure to achieve an attendance rate of 80% (or 70%, where documented and special provision has been approved), could result in not maintaining course progress where the course requires attendance, for example when a student is required to attend a work placement component.

Course progress has not been maintained, when a student has demonstrated that progress through a program will not allow completion in the expected timeframe for that program (as stated in the eCOE) and

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has not shown compelling circumstances to explain the lack of progress.

**Procedure:**

1. During the overseas student's period of enrolment, SGSCC staff shall:
  - 1.1. Ensure that the enrolments of students and their study loads are in keeping with their enrolment durations as stipulated by their COE's.
  - 1.2. Ensure that in each compulsory study period for a course, that the student is studying in at least one unit that is not by distance or online learning.
  - 1.3. Only extend the student's study where the student is unable to complete their study or training within the expected timeframe where advice is provided that the following reason prevail:
    - 1.3.1. compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where SGSCC is unable to offer pre-requisite units, or any circumstance that the SGSCC International Manager in consultation with the WorkSkills Business Manager may deem as compassionate and compelling circumstances)
    - 1.3.2. SGSCC will implement its intervention strategy for students who were at risk of not meeting satisfactory course progress as per INTP 015
    - 1.3.3. an approved deferment or suspension of study has been granted as per INTP 018.
2. SGSCC International Manager or SGSCC International Business and Student Advisor will record this variation and the reasons for it on the students file.
3. SGSCC International Manager or SGSCC International Admin assistant will report all variations to a student's expected enrolment duration via PRISMS when the study variation extends past the expected enrolment duration stipulated by their CoE.

4. SGSCC International Student and Business Advisor along with overseas student trainers must monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected timeframe specified on the overseas student's CoE.
5. SGSCC International has a documented policies and procedures/work flow to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements, or where there is evidence from the overseas student's assessment tasks or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.
6. Before an overseas student commences a course, SGSCC International clearly outlines and informs the overseas student of the requirements to achieve satisfactory course progress.

### **Monitoring of Course Progress**

7. Overseas students are required to maintain course progress throughout the duration of the COE.
  - 7.1. Trainers maintain a matrix identifying of each student for each unit of competency they have been assessed in. This document acts as a 'visual' to assist the trainer in knowing who has submitted and completed each unit. This snapshot provides the trainer a record of student progress for a particular class and they can take action on any students who may be falling behind.

It is the trainer's responsibility to ensure the student is on track with their learning and assessments;

- 7.1.1. trainer to follow 'WF192 Escalation of Overseas Student' when a student is at risk of not maintaining course progress.

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- 7.2. It is the responsibility of the International Business and Student Advisor to also review student progress with the trainer throughout the duration of the course, and to address any incomplete assessment tasks. Reasons for incomplete units could include illness, language literacy needs, lack of commitment, learning barriers. Student Record of Conversation is to be completed documenting strategies and discussions had with the student as well as mentoring/tutorial support provided.
8. Students achieve satisfactory course progress when they have successfully completed all assessment tasks of each individual unit of competency and are deemed competent by their trainer. Where a unit of competence requires on the job assessment / work-placement, the unit of competency will be held over until the student has completed this requirement.
9. SGSCC International will intervene when it has been identified that a student may fail in achieving satisfactory course progress. SGSCC deems unsatisfactory course progress when a student is falling behind on 2 or more Units of Competency, notwithstanding on-the-job assessments by:
- 9.1. When the trainer has identified that the student may be failing to meet satisfactory course progress as per section 4 of INTP 016, the trainer will firstly speak to the student and identify where they can assist the student in identifying what needs to occur for the student to meet necessary requirements. Trainer is to record the conversation on a Record of Conversation to be added to student file notes and follow up as appropriate with the student according to the outcome of the meeting.
- 9.2. When a trainer has met with a student and the student has not met the outcomes as discussed by student and trainer, the trainer is to escalate student to International Business and Student Advisor. International Business and Student Advisor to discuss with student the reasons why the student may not be meeting satisfactory course progress and work with the student in identifying ways that will assist student in meeting satisfactory course progress.

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9.2.1. International Business and Student Advisor will organise further support to students who may require assistance. This may include further one on one training with trainer and/or support from SGSCC International student support officer.

9.3. Where the student has met with the International Business and Student Advisor and still not achieved satisfactory course completion within agreed timeframe:

9.3.1. International Business and Student Advisor to refer student to the International Manager

9.3.2. SGSCC International Manager will notify the student in writing of the risk of not meeting course progress. \

10. Where SGSCC International Manager, Trainer and International Student Support officer has implemented section 9.2.1 of this policy and procedure and the student still does not satisfy satisfactory course progress and when the student fails and is deemed Not Yet Competent (NYC) in 50% of units they have attempted in any one study period, SGSCC International will:

10.1. Notify the student in writing that SGSCC will seek to report the student for not satisfactorily meeting successful course progress. This letter will inform the student that they have access to the SGSCC complaints and appeals process and that the student has 20 working days in which to do so.

10.2. Only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

10.2.1. the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or

10.2.2. the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or

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10.2.3. the overseas student has chosen not to access the external complaints and appeals process, or

10.2.4. the overseas student withdraws from the internal or external appeals processes by notifying SGSCC International in writing.

**Monitoring of Individual Student Course Progress**

Student is identified by Trainer/SGSCC International Student and Business Advisor as per SGSCC Policies and Procedures that they have not met satisfactory course progress.



Trainer addresses course Progress with student and sets outcomes with student to meet satisfactory course progress.



Student continues to not achieve satisfactory course progress, trainer to refer matter to International Business and Student Advisor.



International Business and Student Advisor addresses course progress with student and sets outcomes with student to meet satisfactory course progress. Organise additional support for student including one on one support with trainer and/or SGSCC International Student Support Officer (ISSO).



If student continues to not meet satisfactory course progress, with 50% or more of units being deemed NYC in one study period, student to receive a letter from SGSCC International Manager, advising of intent to report. The student has 20 days to appeal SGSCC through the SGSCC complaints and appeals process.



If the student has chosen not to appeal decision in accordance to the SGSCC complaints and appeals process, student is to be reported via PRISMS to Department of Home Affairs.

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**Person Responsible:**

SGSCC Trainer

SGSCC International Manager

SGSCC International Student Support Officer

SGSCC International Business and Student Advisor

**Related Documents:**