



# VET COURSE PROGRESS AND INTERVENTION

References:

**NC Standard 9 Completion within the Expected Duration of Study**  
**NC Standard 10 Monitoring Course Progress**



## VERSION HISTORY

<b>Policy Owner:</b>	CEO		
<b>Document Management:</b>	RTO Manager		
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<b>Changes history</b>			
Number	Dates	Changes summary	
V2.1	May 2017	Update for National Code 2017 and RTO Manager work flow process	
V2.0	September 2016	Quality assurance check across documents with reference to ASQA fact sheets and ESOS Act changes & Explanatory guide	
v1.0	July 2016	New standards for RTO's 2015	



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## PURPOSE

**Australian Massage and Beauty Institute has adopted the National Code Standard 10 Course Progress policy.** This means students will be made aware of our policy and procedures for recording and monitoring course progress then proactively notifying and counselling students who are at risk of failing to meet course progress requirements. As a registered CRICOS provider we are obliged to report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

Australian Massage and Beauty Institute has adopted the Department of Education -DIBP Course Progress Policy for overseas students enrolled in the Institute's VET courses. Australian Massage and Beauty Institute will comply with this Course Progress Policy and refer to the guidelines in its procedures and staff training. The Department of Education - DIBP guidelines read in conjunction with this policy

## Reference

NC Standard 9	Completion within the Expected Duration of Study
NC Standard 10	Monitoring Course Progress

## Implementation

The **CEO** is ultimately responsible for students being made aware of their visa obligations and ensuring that the Institute complies with the ESOS Act and National Code in relation to these matters.

The CEO deals with academic complaints and appeals.

The **RTO Manager** is responsible for day to day administration of the course progress records, the database and reports and PRISMS entry.

The RTO Manager communicates and counsels the students and manages the intervention, complaints and appeals processes.

The RTO Manager is responsible for monitoring expected study load and results and course progress and communicating with the CEO regarding attendance, course progress and intervention and reporting.



## PROCESS

### **VET Academic Course Progress**

#### **Department of Education -DIBP Course Progress Policy is adopted**

We will provide staff with the Department of Education -DIBP Course Progress Policy.

#### **Study period is 1 term**

The study period for course progress is 1 term of 9 weeks.

#### **Two consecutive study periods for reporting purposes**

Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in 2 (two) consecutive study periods.

Where the course is a short course (less than 6 months) then the study period is the length of the course.

Australian Massage & Beauty Institute Unsatisfactory course progress is failure in 50% of the units over the study period.

We will also monitor attendance. Attendance is expected to be maintained as set out in the timetables. Attendance is entered in the Student Management System (RTOM) and reports are generated for non-attendance every fortnight. These reports provide attendance statistics to the RTO Manager. This information informs the intervention decisions.

#### **Staff training in the procedures**

Staff will be trained in this policy and integrate it into Australian Massage and Beauty Institute procedures for student and course administration. Staff will be made aware of their responsibility to ensure students attendance is logged in RTOM. Staff will be made aware of providing information at the start of each unit on the attendance requirements including assessment dates and times.

#### **Advise to students on how the course progress will be marked and recorded**

Australian Massage and Beauty Institute must record, assess and monitor the course progress of each student for each unit of the course for which the student is enrolled over each study period.

The Institute will advise students that VET course progress will be recorded for every unit. Students will receive a Unit Outline that indicates the timetable for the unit, the assessment tasks and the due dates for assessment tasks to be submitted.

The recording of progress will be at the end of the unit or end of term.

Students must maintain satisfactory performance in the unit. This will be marked within each unit and depend on:

- A. Attendance at compulsory classes – lectures and tutorials where assessment will occur such as oral assessments and practical tutorial assessments.
- B. Completion of summative Assignments or Projects



### **Trainer reporting of course progress**

Trainers will mark assessments and complete the end of unit results for every student.

### **Review of the course progress and decision to intervene**

The end of units and end of term results will be reviewed by the RTO Manager

1. At the end of the unit:

The RTO Manager will consult with the Trainer on the end of unit results.

2. If the student has “failed” the unit by not gaining the required 50% pass mark the RTO Manager will consult with the Trainer.

3. Students who has not passed the assessments but has maintained 70% attendance will be offered the chance to:

Re-sit the written tasks OR

Re-submit the project

The students work will be remarked.

4. Students who have not passed the assessment tasks and have not maintained 70% attendance will be offered the opportunity to re-submit or re-sit but will be required to pay a re-assessment fee. Students have the right to appeal this decision.

5. The RTO Manager will decide with the most appropriate intervention. There may be consultation with the CEO for a student who has serious attendance problems across the study period and has not gained satisfactory performance in 50% of the units in that semester.

### **Recording the results in the student management database (RTOM)**

Results are recorded in the Australian Massage and Beauty Institute database at the end of unit and at the end of term.

Where a student has failed to achieve satisfactory course progress this is recorded and reported.

Reports of results for each group and VET course will be generated and provided to the RTO Manager.

## **Notification to the student - results and intervention**

### **Student progress and results in RTOM**

The student can log into the portal and see their statistics on attendance and unit results at any time.

Where a bulk message has gone to the student because of below attendance requirements and a notice of unit results, the student can again check this and investigate the detail in the RTOM student log in.

Students can and should be aware of their attendance and course progress at any point in time.

### **The intervention strategies will be available to staff and students:**

- On the website
- In the student handbook
- In the policy here that is accessed by trainers, counsellors and administration staff.



## **Early Intervention strategy for students identified at risk of failing units**

### **Course Progress Notification #1**

Where a student falls below the minimum satisfactory requirements for one or more units in the term, an email / letter outlining the AMBI intervention strategy will be sent and it will offer any or all of the following support strategies.

- A. Offer to re-submit written work
- B. Offer to re-do a major assessment
- C. Offer of academic counselling and a meeting with the Trainer or RTO Manager
- D. Offer to attend tutorials.

Final unit results will be accessed by the student in RTOM student portal and sent by notification letter through the RTOM system.

The at-risk student will be monitored.

## **Intervention strategy for students failing 50% or more of units in the term (first study period)**

### **Course Progress Warning Letter # 2**

Where a student falls below the minimum satisfactory requirements in a majority of units at the end of the study period (9 weeks / 1 term), an email / letter outlining the AMBI intervention strategy will be sent advising the student of below satisfactory course progress. The student will be required to meet with the RTO Manager (or delegated trainer) and will be placed on intervention from this point.

The intervention may include any or all of the support strategies:

- A. Counselling on course selection
- B. Counselling to clarify if personal situations are impacting on student results
- C. The option of repeating a subject in a later semester or the summer term
- D. Offer to attend tutorials in the following term
- E. The cost of repeating a subject and tutorial support
- F. Transfer options for the student
- G. Clarification of student visa implications for continued unsatisfactory progress in the second study period
- H. The complaints and appeals process and the fact that the student has 20 working days in which to follow this up.

The intervention will be signed by the staff member and the student recorded in the students file. The record will be added to the student notes section in the database.

From this first intervention meeting, the student is monitored and remains on intervention.

The intervention meeting will be signed by the staff member and the student recorded in the students file. The monitoring will continue in the second study period. The records will be added to the student notes section in the database.

## **The Intervention strategy escalates for students failing units in the second study period**

### **Urgent Course Progress Warning Letter #3**

Where a student does not improve under intervention, and falls below the minimum satisfactory requirements in a majority of units at the end of the second study period (9 weeks / 1 term), an email/letter will be sent outlining the AMBI intervention strategy will be sent again. The warning is marked urgent and is an escalating warning advising the student of continuing below satisfactory progress in units in the second study period. This will emphasise that the Institute is obliged by legislation to report the student's unsatisfactory course progress in PRISMS and that this will mean the student is breaching visa conditions unless course progress improves to satisfactory standard.



Information in this letter will indicate the student's progress towards completion of the course within the specified duration as in the student's CoE (Standard 9)

The student will be required to meet again with the RTO Manager (or delegated trainer) and the intervention plan will be reviewed.

The intervention may include any or all of the support strategies:

- A. Counselling on course selection
- B. Counselling to clarify if personal situations are impacting on student results
- C. Transfer options for the student
- D. Clarification of student visa implications in the second study period.
- E. The complaints and appeals process and the fact that the student has 20 working days in which to follow this up.

The intervention meetings will be signed by the staff member and the student recorded in the students file. The records will be added to the student notes section in the database.

### **CEO's discretion to consider compassionate or compelling circumstances**

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the 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 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;
- or
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; and
  - witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- or
- where the registered provider was unable to offer a pre-requisite unit.

In these circumstances, the CEO may use professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, Australian Massage and Beauty Institute will request documentary evidence to support the claim where available and will keep copies of these documents in the student's file. We will make notes of the decision in the student file.

### **Counselling and extra support**

The Institute is aware that sometimes students fall behind because it is difficult to study in a new country and study in English as a second language. We will offer counselling and extra support to students who demonstrate their commitment to studies.

The counselling advice and record of meeting will be retained in the students file or student notes section in the database.





## **The Intervention strategy escalates to reporting of students to Department of Education - DIBP**

### **Letter of Intention to Report for Unsatisfactory Course Progress #4**

Where a student's course progress has not improved and where the intervention is not addressing the agreed plan to improve the students course progress across the two consecutive study periods, a letter will be sent to the student. This is the letter of intention to report for unsatisfactory course progress as per Department of Education -DIBP policy. The student will be advised that the Institute is obliged by legislation to report the student's unsatisfactory course progress in PRISMS as the student is breaching visa conditions. The letter is sent by the Institute to the student and the complaints process is followed before DIBP notification through PRISMS.

### **Allowance for the complaints and appeal process before reporting unsatisfactory course progress**

The student has 20 working days in which to access the complaints and appeals process. This does not mean that the complaints/appeals process must be finalised within 20 working days.

Standard 8.4 requires that if a student chooses to access the provider's complaints and appeals process, the provider must maintain the student's enrolment while the complaints and appeals process is ongoing. For further information see the Complaints and Appeals policy and procedure.

### **Institute reports through PRISMS**

Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the Institute, the RTO Manager will discuss the outcome with the CEO.

Australian Massage & Beauty Institute will notify the Secretary of Department of Education - DIBP through PRISMS of the student not achieving satisfactory course progress as soon as practicable. Good practice is to report the student through PRISMS within 5 days of finalizing the decision to report.



## SUMMARY OF COURSE PROGRESS NOTIFICATIONS

### RECORDING PROCEDURES AND WHEN STUDENT IS NOTIFIED

This is approved by the CEO and sent to the Student by RTO Manager

<p><b>Early intervention #1</b>  <b>Course progress email / letter notification</b>  <b>At risk of not meeting satisfactory course progress</b></p>	<p>Students who fall below the minimum set by the Institute are sent a notification warning of their attendance status and course progress for units.</p>
<p><b>Course Progress warning letter #2 by email/ letter</b>  <b>Second warning - If they do not meet satisfactory course progress for the study period (1 term)</b></p>	<p>Students fall below the minimum set by the Institute at the end of term are sent email /letter notification of their course progress in that term. The student is required to attend an intervention meeting at the Institute. Students are on intervention from this point.          The student if allowed time for the internal appeals process (20 working days)</p>
<p><b>Urgent Course Progress warning letter #3</b>  <b>Unsatisfactory course progress at the end of 2<sup>nd</sup> consecutive study period – breaching visa conditions</b>  <b>Where there are no compassionate grounds established,</b>  <b>- Institute intends to report unsatisfactory course progress.</b></p>	<p>Students must meet and are on intervention. Despite intervention, possible no response to letters and no appeal process initiated by the students, means the Institute will escalate and send an urgent notification of unsatisfactory course progress. This occurs at the end of the 2<sup>nd</sup> consecutive study period. The student if allowed time for the internal appeals process (20 working days)</p>
<p><b>Letter of Intention to Report to DIBP for Unsatisfactory Course Progress #4</b></p>	<p>Letter informs student of Institute’s intention to report. States status of student’s course progress then allows for appeals process.          The student if allowed time for the internal and external appeals process (20 working days)</p>
	<p><b>Report to DIBP via PRISMS</b></p>