



Global Business College of Australia Pty Ltd

trading as

Global Business College of Australia (GBCA)

Course Progress and Intervention Strategy

Policy & Procedure 15

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## DOCUMENT CONTROL

<b>Department</b>	GBCA Training & Learning GBCA Student Administration GBCA Student Support	<b>Author(s)</b>	GBCA Training & Learning	
<b>Quality Controlled Policy No. &amp; Title Version</b>	Policy 15 Course Progress and Intervention Strategy Policy and Procedure V2.5 15/09/2017	<b>Approved</b>	GBCA Compliance	
		<b>Authorised</b>	Compliance Manager	
<b>Standards</b>	National code Part D - Standard 10	<b>Distribution</b>	Internal	GBCA Manager GBCA Staff
			External	GBCA Students

## REVISION RECORD

<b>Date</b>	<b>Version</b>	<b>Revision description</b>
June 22, 2015	1.0	GBCA creates policies and procedures against Standards for Registered Training Organisations (RTOs) 2015 and The National Code 2007
January 13, 2016	2.0	Update policy to reflect current practices in development of course progress and intervention strategy
October 17, 2016	2.1	Update policy to reflect form SA041
November 4 <sup>th</sup> , 2016	2.2	Modify clause 4.1 to have study period for English course
February 27 <sup>th</sup> 2017	2.3	Remove monitoring "at risk" students to reflect current practices
30 August 2017	2.4	Minor updates – Position and titles
15 September 2017	2.5	Update: titles, address on cover

## **1.0 Purpose**

- 1.1 This policy is designed to govern the student academic monitoring processes across Global Business College of Australia's operation (GBCA). This is to ensure that GBCA meet the requirements of Standard 9: Completion within expected duration, Standard 6: Student Support Services and Standard 10 of the National Code: Monitoring course progress.
- 1.2 The ESOS framework and DIBP visa conditions require that students maintain satisfactory academic progress in their course.
- 1.3 GBCA elects to monitor international students based on academic progress.

## **2.0 Scope**

This policy applies to all student administration and student support operations within GBCA. This includes:

Student Administration & Services Manager - recording, monitoring & reporting student academic progress of international students, generating student progress report, issuing warning letters and Notice of intention to report to identified students and reporting students to DIBP via PRISMS.

Trainer - monitoring student progress at minimum of on completion of each unit of competency, provide academic counselling, follow up on intervention arrangement.

Training Manager - provide academic counselling.

## **3.0 Responsibility**

- 3.1 The Training Manager is responsible for the implementation of this policy and procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

## **4.0 Definitions**

- 4.1 For general VET courses, a study period means 10 weeks of study. This does not include holidays or term breaks.  
  
For English courses (Certificates in Spoken and Written English), a study period means 8 weeks of study. This does not include holidays or term breaks.
- 4.2 "Unsatisfactory progress" is defined by GBCA as not successfully completing or demonstrating competence in at least 50% of the units in a study period.
- 4.3 "Progress" is referring to academic course progress.
- 4.4 "Fail" is generally referring to students attempted assessment but received Not Yet Competent outcome, students did not come to class or students did not submit/complete assessments.

## **5.0 Requirements**

- 5.1 GBCA advises the course and study requirements of each study period clearly to students prior to commencement, during orientation and stated in the student handbook.

Any variations are advised to students in writing as soon as they are known.

- 5.2 GBCA monitors the progress of students to ensure at all times students are in a position to complete the course in the time as specified on their COE.
- 5.3 Global Business College of Australia Pty Ltd t/a Global Business College of Australia (GBCA) will assess, monitor and record student results on completion of *each unit of competency* and at the *end point of each study period*, at the minimum.

#### **MONITOR STUDENTS ON COMPLETION OF EACH UNIT OF COMPETENCY**

- 5.4 On completion of each unit of competency, the trainer in charge of the unit is required to discuss with the student who did not achieve competent outcome and workout arrangements for the student to review their skill and knowledge and to be re-assessed as per GBCA's Training and Assessment Practices Policy and Procedure 5.

#### **MONITOR STUDENTS AT THE END POINT OF EACH STUDY PERIOD**

- 5.5 At the end of each study period, GBCA will generate a report listing "unsatisfactory progress" students.
- 5.6 GBCA will implement an intervention strategy for any 'unsatisfactory progress' students. Students who continue to breach the course progress requirements may be reported to DET/DIBP through PRISMS.
- 5.7 Students will be advised that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DET/DIBP and the possible cancellation of his or her visa, depending on the outcome of any appeals process.
- 5.8 Students will have the opportunity to access GBCA's complaints and appeals policy and procedure within 20 working days from the date of GBCA's Intention to report.
- 5.9 Trainers will constantly monitor the progress of students and report any concerns to the Training Manager as soon as identified.
- 5.10 Students are notified in writing: "Letter of warning - First warning of not achieving satisfactory course progress" - Form SA034B- if the student achieved less than 50% of their academic process and is identified as "Unsatisfactory progress" student. Students will be required to meet with the Training Manager to discuss what action/intervention strategies are to be taken. The intervention strategy will then be handed to the trainer teaching each subject addressed in the intervention strategy for follow up. The next review date of the first warning letter will be 5 weeks of the following study period (4 weeks for English courses).
- 5.11 At the next review date as per the intervention strategies drawn from the intervention meeting, should students continue to not meet satisfactory course progress or the intervention requirements as per the intervention arrangement, they will be notified in writing with "Letter of warning - Second and final warning of not achieving satisfactory course progress" - Form SA034C. Students will be required to meet with the Training Manager to discuss what action/intervention strategies are to be taken. The intervention strategy will then be handed to the trainer teaching each subject addressed in the intervention strategy for follow up. The next review date of the second warning letter will be at the end point of the second study period.
- 5.12 Intervention strategies are tailored to meet each student's individual needs. Formal intervention strategies and counselling of the student will be implemented.
- 5.13 Intervention Strategies could include but not limited to the following:
  - attending tutorials/study groups

- receiving individual assistance
- attending counselling
- receiving assistance with personal issues which are influencing progress
- receiving mentoring
- assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.
- advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIBP

5.14 Students who are identified as having unsatisfactory course progress over two consecutive study periods will be reported to DIBP for unsatisfactory course progress. Students in this instance will be issued with a Notice of Intention to Report (form SA026a) for not making satisfactory progress outlining to them they have 20 working days to access the GBCA's complaints and appeals process.

5.15 All letters will be emailed and sent to identified students via email. If GBCA receives no response from the students within three working days after emailing the letter, the student will be contacted again via phone.

5.16 All records will be kept in writing on student files.

5.17 This policy and procedure and the National Code Standard 10 must be adhered to at all times.

## **6.0 Basic Process**

6.1 Students who are identified as "unsatisfactory progress" in any given study period will receive a Warning letter and required to attend counselling and undertake intervention strategies. Follow up review from the first intervention meeting will be five (5) weeks of the following study period.

6.2 Students who did not achieve satisfactory progress or intervention requirements as per the intervention arrangements will receive a " Letter of warning - Second and final warning of not achieving satisfactory course progress ".

6.3 Students who are identified as "unsatisfactory progress" for two (2) consecutive study periods will receive an 'Notice of Intention to Report'(form SA026A).

6.4 Students are given 20 working days from the date of the Notice of Intention to Report to access GBCA's Complaints and Appeals Policy and Procedure 07.

6.5 Student enrolment will be maintained during an appeals process. *Refer to Complaints and Appeals Policy and Procedure.*

## **7.0 Procedure and intervention strategy**

7.1 The trainer monitors, records and assesses student course progress on completion of each unit of the course or at the minimum, and at the end of each study period.

7.2 At any time, when a trainer becomes aware of issues or has concerns regarding the student's progress/attendance they should first speak to the student and then advise the

Training Manager of these concerns. GBCA will monitor students' attendance as part of the student code of behaviour policy (Policy 21).

- 7.3. At the end point of each study period, students identified as "unsatisfactory progress" will receive a "Letter of Warning - First warning of not achieving satisfactory course progress"
- 7.5 Students are required to attend the intervention meeting as specified in the Letter of Warning - First warning of not achieving satisfactory course progress. Failure to attend the meeting without prior notice and making alternative arrangement will trigger the next step of the intervention strategy.
- 7.6 Students identified as "unsatisfactory progress" in the next review will receive "Letter of Warning - Second and Final warning of not achieving satisfactory course progress". Students are required to attend the intervention meeting. Failure to attend the meeting as specified in the Letter of Warning - Second and Final warning of not achieving satisfactory course progress without prior notice and making alternative arrangement will trigger the next step of the intervention strategy.
- 7.7 "Form SA041 - Minutes of meeting: intervention arrangement" will address, at minimum, the following:
- Support arrangements from GBCA
  - Commitment made by the student to catch up with their course progress.
  - Target academic achievements
  - Attendance requirements
  - Next review date

All documents will be placed in student's file.

- 7.8 The "Letter of Warning - Second and Final warning of not achieving satisfactory course progress" will also advise students that unsatisfactory course progress, may lead to them being reported to DIBP and the possible cancellation of their visa.
- 7.9 Course progress in a non-compulsory study period is to be disregarded when considering whether or not a student has made satisfactory course progress over two consecutive study periods.
- 7.10 If a student is identified for a second, but not consecutive study period as not making satisfactory course progress, GBCA **does not** report the student for unsatisfactory course progress.
- 7.11 Students identified as not meeting course progress during two (2) consecutive study periods will then be provided with a written notice of 'Intention to Report'(form SA026A) to DIBP, informing them that they are able to access the Complaints and Appeals process, and that they have **20 working days** in which to do so.
- 7.12 The Notice of Intention to Report issued must describe intervention so far, warning letters already sent and what has taken place and the intention to report the student. It also must detail the student's right to appeal the decision and provide advice on what the student must do regarding their visa.
- 7.13 A student may appeal on the following grounds:
- GBCA's failure to record or calculate the student's marks accurately,
  - compassionate or compelling circumstances, or

- GBCA documented policies and procedures that have been made available to the student.
- 7.14 If a student chooses to access the provider's complaints and appeals process, GBCA must maintain the student's enrolment while the complaints and appeals process is ongoing as per our *Complaints and Appeals Policy and Procedure*.
- 7.15 If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully achieved competency in more than 50% of the course units in a given study period) GBCA does not report the student, and there is no requirement for intervention.
- 7.16 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 must be provided to the student through GBCA's intervention strategy, and GBCA does not report the student. *NOTE: GBCA will only await the outcome of the internal and one external appeals process before reporting a student for unsatisfactory course progress (if found in favour of GBCA).*
- 7.17 If the student chooses not to access the complaints or appeals processes within the 20 working day period or withdraws from the process
- OR*
- On completion of the appeals process unsatisfactory course progress is confirmed, they will be reported to DET and DIBP via PRISMS within 5 working days of finalising the decision to report, for unsatisfactory course progress.
- 7.18 When a student is reported for unsatisfactory course progress, DIBP will consider all the information available and if they decide to consider cancellation, DIBP will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation.
- 7.19 *NOTE:* To report a student for not making satisfactory progress, GBCA administration staff must go into the Student Course Variation screen, from the drop down list under 'Reason for Course Variation', and choose Unsatisfactory Course Progress

## **8.0 Non-bona fide students**

### **8.1 Erratic course progress as a potential indication of non-bona fide students.**

If GBCA suspects a student is not a genuine/bona fide student, GBCA may cancel the student's enrolment, as allowed under Standard 13 and as stated in our Standard 13 policy. *Refer to Standard 13 Deferment, Suspension or Cancellation of enrolment policy and procedure.*

**8.2 A non-genuine/non bona fide student is defined by GBCA as a student with erratic (irregular/ inconsistent) course progress or does not progress in their course and does not attend/does not participate in regular classes.** GBCA will ensure that prior to enrolment; students are made aware of the grounds on which cancellation of enrolment may occur as provided to them via the International Student Handbook.

**8.3** All breaches to student's visa conditions must be reported via PRISMS even if the student has ceased study.

**PROCESS MAP: COURSE PROGRESS AND INTERVENTION STRATEGY**

