



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

Department	GBCA Training & Learning GBCA Student Administration GBCA Student Support	Author(s)	GBCA Training & Learning	
Quality Controlled Policy No. & Title Version	Policy 15 Course Progress and Intervention strategy Policy and Procedure V3.0	Approved	GBCA Compliance	
		Authorised	Compliance Manager	
Standards	National code 2018 - Standard 6 Student supports National code 2018 - Standard 8 Overseas student visa requirements SRTOs 2015 – Standard 1.7 ASQA factsheet – Overseas student attendance	Distribution	Internal	GBCA Manager GBCA Staff
			External	GBCA Students

REVISION RECORD

Date	Version	Revision description
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 th , 2016	2.2	Modify clause 4.1 to have study period for English course
February 27 th 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
15 March 2018	2.6	Update policy to meet NC 2018
16 Aug 2019	3.0	Major update policy to widening the definition of course progress to include the attendance requirement.

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 the following legislations requirements:

National Code 2018: Standard 6: Student Support Services

National Code 2018: Standard 8: Overseas student visa requirements

Standards for Registered Training Organisations 2015 – Standard 1.7

ASQA factsheet – overseas student attendance

1.2 Student visa conditions require that overseas students maintain satisfactory academic progress/attendance in their course.

1.3 GBCA monitors overseas student progress, attendance and course duration.

2.0 Scope

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

Student Administration & Services Manager - reports students to DIBP via PRISMS.

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

Training Manager – identifies student at risks and provide academic counselling.

This policy does not apply to GBCA ELICOS students. GBCA ELICOS students are monitored by Policy 30 ELICOS Progress, Attendance and Intervention Policy and Procedure.

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.

4.2 "Unsatisfactory course progress" is defined by GBCA as:

- Not participated in at least 60% of scheduled classes, course related information sessions, supervised study sessions and mandatory and supervised work-based training (if applicable), or
- not successfully completed or demonstrated competence in at least 50% of the units in a study period.

4.3 "Course progress" is referring to:

- participating in scheduled classes course related information sessions, supervised study sessions and mandatory and supervised work-based training (if applicable) **and**
- satisfactory completing required assessment

- 4.4 "Fail" is generally referring to students attempted assessment but received Not Yet Competent outcome and students did not come to class or students did not submit/complete assessments.
- 4.5 "At risk of unsatisfactory progress" is defined by GBCA as not participating in at least 60% of scheduled classes, course related information sessions, supervised study sessions and mandatory and supervised work-based training (if applicable) during the first half of the study period.
- 4.6 "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

5.0 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. Students will be given a training plan which include these details during orientation.
- Any variations are advised to students in writing as soon as they are known.
- 5.2 GBCA monitors the course 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 GBCA monitors student's attendance as part of course progress.
- 5.4 If an overseas student is not attending scheduled classes, but is successfully completing or demonstrating competence in at least 50% of the units in a study period, GBCA will need to reduce the duration of the course to the minimum duration required, while requiring a student to maintaining a minimum of 20 scheduled course contact hours per week.
- 5.5 GBCA implements an intervention strategy to assist students who are identified as "unsatisfactory progress".
- 5.6 GBCA will identify, monitor and record student's course progress on completion of *each unit of competency, mid way through a study period*, and at the *end point of each study period*.
- 5.7 GBCA send a 'Notice of Intention to Report' to students who are identified as "unsatisfactory course progress" for two (2) consecutive study periods.

6.0 Basic Process

- 6.1 Students who identified as “At risk of unsatisfactory progress” during the first half of a study period will receive a “Letter of advice” to remind them that enrolment in a full-time registered course, which is a course with a minimum of 20 scheduled course contact hours, is a visa condition for overseas VET students; and to remind them of scheduled class time.
- 6.2 Students who are identified as "unsatisfactory course 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.
- 6.3 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 ".
- 6.4 Students who are identified as "unsatisfactory progress" for two (2) consecutive study periods will receive an 'Notice of Intention to Report'(form SA026A).
- 6.5 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.
- 6.6 Student enrolment will be maintained during an appeals process. *Refer to Complaints and Appeals Policy and Procedure.*

7.0 Strategy

- 7.1 Trainers monitors, records student’s attendance on GBCA’s official attendance monitoring system.
- 7.2 At any time, when a trainer becomes aware of issues or has concerns regarding the student's progress/attendance they should first communicate to the student; and the training manager.
- 7.3 At the middle of each study period, a student support officer will identify and send a letter of advice to students who are “at risk of unsatisfactory progress”. Student support officer may discuss and arrange any necessary support services with the identified students to assist them back on track with their study. Records of letter of advice and any discussion with students will be saved on student file / wisenet.
- 7.3. At the end point of each study period, the following monitoring will be implemented:
 - students identified as "unsatisfactory progress" will receive a "Letter of Warning - First warning of not achieving satisfactory course progress".
 - students identified as not attending at least 50% of scheduled classes but achieved satisfactory in all assessment activities will receive an “intention to reduce the course duration”.
- 7.6 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.
- 7.7 Students who receive the “intention to reduce the course duration” must attend the intervention meeting in which they are required to show cause of why their course duration should not be reduced. GBCA will make a final decision based on the student’s existing skills and knowledge and the student’s commitment to maintain a minimum of 20 scheduled course contact hours per week.

- 7.8 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.
- 7.9 "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.

- 7.10 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.
- 7.11 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.
- 7.12 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.
- 7.13 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.
- 7.14 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.
- 7.15 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.
- 7.16 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*.
- 7.17 If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress, GBCA does not report the student, and there is no requirement for intervention.
- 7.18 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).*

- 7.19 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 Department of Education (DET) and Department of Home Affairs (DOHA) via PRISMS within 5 working days of finalising the decision to report, for unsatisfactory course progress.

- 7.20 *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 9 and as stated in our Standard 9 policy. (*Refer to Policy 19 Deferral suspension and cancellation*).

- 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 will be reported via PRISMS even if the student has ceased study.

PROCESS MAP: COURSE PROGRESS AND INTERVENTION STRATEGY

