



MONITORING COURSE PROGRESS & ATTENDANCE POLICY AND PROCEDURE (INTERNATIONAL)

Purpose

This Policy and Procedure describes the commitment of ACE to provide students with the best opportunity to meet the requirements of their course within the expected course duration.

This policy outlines:

- Monitoring of course progress of overseas students to ensure they complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE);
- The process to identify, notify and assist overseas students who are at risk of not meeting course progress requirements; and the timely implementation of intervention strategies for those deemed at risk;
- The consequent procedures for reporting to the Department of Home Affairs (DHA) in instances where overseas students are not meeting their course progress requirements.
- Extending an overseas student's CoE in the event of compassionate or compelling circumstances, where an intervention strategy has been implemented or is in the process of being implemented, or when a deferral or suspension of enrolment has occurred.

This policy has been developed to satisfy the requirements of The National Code of Practice for Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 8 – Overseas student visa requirements.

Scope

This document applies to all of ACE's overseas students, and its staff who are responsible for recording, monitoring and reporting an overseas student's course progress.

Definitions

At Risk	An 'at risk' student is a student who for any reason, is considered as not, or potentially not, meeting course progress requirements.
'Compassionate or compelling' circumstances	Are generally those beyond the control of the student and which have an impact upon the overseas student's course progress or well-being. These include, but are not limited to: <ul style="list-style-type: none">• 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:<ul style="list-style-type: none">○ 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)• where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.



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Compulsory study period	A compulsory study period is one in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under Standard 9 (Deferring, suspending or cancelling the student's enrolment). A compulsory study period does not include periods in which the student can elect to undertake additional studies. See also 'Study period'.
Course:	Program of study for the attainment of a Testamur or certificate.
Course progress	The measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill based competencies.
CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under section 14A of the ESOS Act.
CoE	A document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider issued from PRISMS.
DHA	Department of Home Affairs
Intervention Strategy	A documented action plan aimed at addressing the needs of a student deemed 'at risk' of not satisfying their course progress requirements.
National Code	The National Code is a legislative instrument made under the Education Services for Overseas students Act 2000 and sets nationally consistent standards to support providers to deliver quality education and training to Overseas students.
PRISMS	Provider Registration and International Students Management System.
Satisfactory Course Progress	Successful completion of the academic merit or skill based competency requirements as per unit guidelines. Students are deemed to have achieved 'satisfactory course progress' when they are deemed competent in at least 80% of the units of competency in any study period.
Overseas Student	A student who holds a Student Visa, and is an overseas student as defined by the ESOS Act. An overseas student as per ESOS Act means a person (whether within or outside Australia) who holds a student visa, but does not include students of a kind prescribed in the regulations.
Study Period (or Term)	A period of study within a course which ACE has defined as a term. Terms is normally 13 weeks dependent on the course and time of year.
Unsatisfactory Course Progress	Applies to students who have been received results of "Not Yet Competent" in 50% or more units of competency in two consecutive study periods.



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Policy

1.0 General

- 1.1 ACE shall offer a suitable course duration and amount of training, based on each student's English language capabilities and their existing skills, knowledge and experience.
- 1.2 ACE shall monitor a student's course progress and attendance for each course in which the overseas student is enrolled according to the requirements of the Vocational Education and Training (VET) sector.
 - 1.2.1 ACE considers that there is a correlation between students' attendance and their course progress, particularly given that ACE offers competency-based programs.
 - 1.2.2 Whilst ACE does not report to the Department of Home Affairs (DHA) on student attendance specifically, ACE shall closely monitor student attendance and aim to engage and provide support to students whose attendance falls below 80% given the resulting impact this has on their ability to achieve competency in the units of their course
- 1.3 The expected duration of study specified in the overseas student's CoE shall not exceed the CRICOS registered duration.
- 1.4 ACE shall monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.
 - 1.4.1 ACE shall only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa.
- 1.5 ACE shall identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in training activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.
 - 1.5.1 ACE shall ensure that all students have satisfactory learning experiences. Early identification of issues affecting student progress and performance is a priority of ACE. Trainers are expected to proactively support students regularly if students are identified as at risk of failing a unit. Students may approach their trainer at any time for informal feedback on their course progress and support.
 - 1.5.2 Students are ultimately responsible for ensuring they engage in the provided learning activities, seek the support of their trainers and take advantage of additional support services offered by ACE.
 - 1.5.3 Every effort shall be made to proactively assist overseas students to achieve satisfactory course progress and complete the course within expected duration.
- 1.6 ACE shall clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress and attendance in each study period.
- 1.7 All overseas students are expected to adhere to the requirements of this policy and the associated procedures, which shall be made accessible prior to enrolment via the policies section on ACE's website, pre-enrolment brochure, student handbook and by requesting a copy from Head Office. This policy and associated procedures shall also be explained during the orientation program.

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2.0 VET Course Progress and Attendance Requirements

- 2.1 ACE shall have a process for monitoring, recording and assessing course progress that includes:
 - 2.1.1 requirements for achieving satisfactory course progress
 - 2.1.2 addressing misconduct and allegations of misconduct
 - 2.1.3 recording and assessing course progress requirements
 - 2.1.4 identifying overseas students at risk of unsatisfactory course progress
 - 2.1.5 intervention strategy to assist overseas students at risk of not meeting course progress requirements in sufficient time to achieve satisfactory course progress
 - 2.1.6 determining the point at which the overseas student has failed to meet satisfactory course progress
- 2.2 ACE shall expect students to progress through their course so that they complete the course within the nominated course duration.
 - 2.2.1 ACE shall facilitate learning so that students can consistently apply knowledge and skill to the standard of performance required in a workplace.
 - 2.2.2 ACE shall ensure that students are receiving training and undertaking assessment in a way that will enable them to complete their course within the nominated duration (as set out in their written agreement).
- 2.3 ACE shall assist overseas students through an intervention strategy if they are not achieving satisfactory course progress.
- 2.4 ACE shall monitor and record the attendance of overseas students:
 - 2.4.1 Overseas students shall be required to enrol in a full-time registered course to undertake study; a **full-time course is a minimum of 20 scheduled course contact hours per week** including scheduled classes, course-related information sessions, supervised study sessions, mandatory and supervised work-based training, and examinations.
 - 2.4.2 If a student is not attending scheduled classes, in the first instance, ACE shall remind the student 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.
 - 2.4.3 ACE shall remind the students of scheduled classes. Attendance shall be recorded in the Attendance Roll & Assessment Submission form during every class to demonstrate that students are attending scheduled classes and are satisfactorily progressing through their course.
 - 2.4.4 ACE shall identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 per cent.
 - 2.4.5 ACE shall determine the point at which the overseas student has failed to meet satisfactory course attendance.
- 2.5 ACE shall advise overseas student that the Department of Home Affairs may cancel their student visas if they fail to maintain their enrolment by unsatisfactory course progress and attendance.

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3.0 Monitoring Course Progress and Attendance

3.1 ACE shall inform overseas students about the requirements to achieve satisfactory course progress and attendance, where applicable, before they begin a course.

3.1.1 Active participation in training and assessment activities

3.1.1.1 ACE reasons that course progress is closely linked to overseas students' active participation in in-class learning and assessment activities, and timely completion of major assessments.

3.1.1.2 At the beginning of unit of competency, trainers will provide students information on the assessment requirements of the unit and a copy of their training plan with the assessment due dates.

3.1.1.3 Workbook tasks, tests, group work, projects, simulations and practical experience are all designed to provide learning opportunities to students.

3.1.1.4 Students who regularly attend, complete learning tasks and actively participate in their learning activities achieve positive outcomes in their assessments.

3.1.1.5 Attendance in a face-to-face class, self-directed learning activities and work-based training programs (where applicable) requires a physical presence by the student.

3.1.1.6 Active participation in learning requires the student's commitment to the learning tasks and activities, which can be demonstrated through the degree of preparation the student gives to a presentation, project, research, the timely completion of workbook tasks, willingness to participate in team activities and group discussions.

3.1.1.7 Active participation in assessment activities may be demonstrated by the student's efforts in preparing, presenting or submitting evidence for assessment as per due dates and in the correct format as per instructions.

3.1.2 Demonstration of competence

3.1.2.1 Students must demonstrate that they have gained the required skills and knowledge through the satisfactory completion of assessment tasks.

3.1.3 Achieving satisfactory course progress

3.1.3.1 Students achieve satisfactory course progress by attending scheduled classes, participating in class activities and satisfactorily completing and demonstrating competency in at least 80% of the course requirements in each study period.

3.1.3.2 Satisfactory completion means the academic outcome of the unit is 'Competent'. The outcome of 'competent' is achieved for a unit of competency when the student has received a result of 'satisfactory' on all assessment tasks within that unit of competency.

3.2 ACE shall collect evidence from the overseas student's assessment tasks, participation in tuition activities, or other indicators of academic progress, to indicate the overseas student is at risk of not satisfying these requirements.

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4.0 Reporting Unsatisfactory Course Progress or Unsatisfactory Course Attendance

- 4.1 Where ACE has assessed the overseas student as not meeting course progress or attendance requirements, ACE shall give the overseas student a written notice as soon as practicable to:
- 4.1.1 notify the overseas student that the college intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance
 - 4.1.2 inform the overseas student of the reasons for the intention to report
 - 4.1.3 advise the overseas student of their right to access the college's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals) of the National Code, within 20 working days.
- 4.2 ACE shall maintain the overseas student's enrolment and only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:
- 4.2.1 the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
 - 4.2.2 the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
 - 4.2.3 the overseas student has chosen not to access the external complaints and appeals process, or
 - 4.2.4 the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- 4.3 ACE may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 80 per cent of the scheduled course contact hours and the student is maintaining satisfactory course progress.
- 4.3.1 If an overseas student is not attending scheduled classes, but is making satisfactory progress in their course, ACE shall reduce the duration of the course to the minimum duration required given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

5.0 Allowable Extensions of Course Duration

- 5.1 ACE shall not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:
- 5.1.1 there are compassionate or compelling circumstances, as assessed by ACE on the basis of demonstrable evidence, such as:
 - 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:
 - o involvement in, or witnessing of a serious accident; or
 - o witnessing or being the victim of a serious crime, and this has impacted on the

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- overseas student (these cases should be supported by police or psychologists' reports)
 - where the college was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
- 5.1.2 ACE has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements; or
- 5.1.3 an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment) of the National Code.
- 5.1.4 ACE shall consider documentary evidence provided by the overseas student in determining whether a compassionate or compelling circumstance exists, and shall keep copies of these documents in the overseas students' file.
- ACE shall use its professional judgement to assess each case on its individual merits.
- 5.2 If ACE extends the duration of the student's enrolment, it shall advise the student to contact Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.
- 5.2.1 If the student's visa will expire prior to completion of the course, the student shall apply for a new Student visa (subclass 500) to complete their study. Please refer to the Department of Home Affairs website (<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>) for more information on Student visa (subclass 500)
- 5.3 If the extension of duration of the student's enrolment affects his or her expected duration of study, ACE shall appropriately record this variation and the reason for the variation in PRISMS, and where applicable, issue a new CoE to the student.

6.0 Modes of Delivery

- 6.1 All courses in ACE are delivered via a face-to-face learning. Unless due to inevitable circumstances such as a pandemic.
- 6.2 ACE shall not deliver a course to an overseas student more than 25% of the units (or equivalent) by online or distance learning unless approved as part of the registration of the course by the relevant designated regulatory authority or ESOS agency.
- 6.3 ACE shall take all reasonable steps to support overseas students who may be disadvantaged by:
- 6.3.1 additional costs or other requirements, including for overseas students with special needs, from undertaking online or distance learning
 - 6.3.2 inability to access the resources and community offered by the education institution, or opportunities for engaging with other overseas students while undertaking online or distance learning.

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Procedures

1.0 Monitoring, Recording and Assessing Course Progress and Attendance

- 1.1 The trainer will take the attendance of each student at the start of every class and capture this on the Attendance Roll and Assessment Submission form.
- 1.2 Assessment tasks are conducted throughout the course of study of an overseas student. The student will receive on going feedback from the trainers about his or her course progress through these assessment tasks.
- 1.3 For each assessment to be conducted, the trainers and students are given the Assessment tool which outlines the context and conditions of assessment and re-assessment, required evidence of assessment, assessment decision rules, and instructions. The students will then complete the assessment tasks and submit the outcomes to the trainers for assessment.
- 1.4 The trainer will assess the assessment tasks and record all assessment results for each unit of competency (within the course they are enrolled) on the Assessment Cover Sheet and on the Record of Assessment form.
- 1.5 Each assessment task within a unit will be marked as either 'Satisfactory (S)' or 'Not Satisfactory (NS)'. If all assessment tasks within the unit are marked as 'S', the student will be deemed 'Competent (C)' for the unit. If the student has one or more assessment tasks marked as 'NS', the student will be deemed 'Not Yet Competent (NYC)' for the unit. (Please refer to Conducting Assessment Policy and Procedures for more details.)
- 1.6 The trainers will submit attendance rolls and assessment results to the Administration office at the end of every unit.
- 1.7 The Administration staff-in-charge will record the assessment results into the Student Management System (SMS) before the end of each calendar month. Furthermore, he or she will upload these to SVTS via their online portal as part of the monthly AVETMISS data submission. This data is collected by SVTS on behalf of NCVET / DET and student results are subsequently reflected against the student's USI record. (Please refer to Feedback and Data Analysis Policy and Procedures for more information)

2.0 Monitoring Course Progress and Activation of Intervention Strategy Prior to Completion of the First Study Period

- 2.1 The Student Support Officer (SSO) monitors the course progress of overseas students every month by generating a Course Progress Report for the first study period of each course. The Course Progress Report will identify students who are at risk of not meeting their course progress requirements, i.e. those who have not achieved an outcome of 'Competent' in the units they were enrolled in that study period. The SSO furnishes the Compliance Officer with a copy of this report.
- 2.2 If the Course Progress Report shows that a student has not achieved a Satisfactory ('S') result after the first attempt at an Assessment in the unit he or she is enrolled in, the student will be issued a Notice of Reassessment via email. This means that the student will be given a second chance of submission of the assessment and will be considered the 'second attempt' at re-assessment, which will be at no cost to the student.

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- 2.3 Two possible scenarios for the issuance of Notice of Reassessment are:
- **Unsatisfactory Result of Assessment** – A student who do not achieve a satisfactory result ('S') after their first attempt at a unit will be issued a *Notice of Reassessment – Unsatisfactory Outcome of Assessment* via email. The notice letter will specify the assessment task(s) within each unit that have been marked as NS and that require reassessment in order to pass the unit(s). The letter will also advise the student to meet with their trainer to discuss their results and re-submit their assessment(s) within 5 business days.
 - **Non-Submission of Assessment by Due Date** – A student who have not achieved a satisfactory result ('S') due to non-submission of assessment tasks by the due date (first attempt at submission) will be issued a *Notice of Reassessment – Missed Submission Date* via email. The letter will advise the student to submit their assessment task(s) to their trainer within 5 business days.
- 2.4 If a student is unable to achieve a satisfactory result after the second attempt or do not re-submit his or her assessment within the prescribed 5 business days, he or she will be issued with a Final Notice of Reassessment letter via email. The letter will advise the student that he or she has not yet achieved a Satisfactory ('S') result following the second attempt at reassessment and will be advised to arrange an appointment with his or her trainer within 5 business days to discuss the results and re-submit the assessment within 15 business days. A final reassessment fee of \$200 will be charged to his or her account. (Please refer to Fees and Charges Policy)
- 2.5 If a student is unable to achieve a satisfactory result after the final attempt or do not re-submit his or her assessment within the prescribed 15 business days, he or she will be issued with a *Notice of Unsatisfactory Completion / Achievement of a Unit(s)* via email and will also be advised to attend an academic counselling meeting with the Student Support Officer (SSO) to discuss his or her academic performance and the need to re-enrol in the unit and pay the required fees, as per the Fees and Charges Policy.
- 2.6 An Academic Counselling Meeting is conducted to:
- review course progress requirements and consequential outcomes if unable to maintain a satisfactory course progress
 - determine the reasons for the lack of satisfactory academic performance of a student who is yet to complete the first study period of the qualification
 - develop strategies involving student support and student action to assist the student to gain the necessary competence in a time frame that enables the student to complete the course within the expected course duration.
- 2.7 Academic Counselling / Support Strategies may include, but are not limited to:
- Improving Attendance
 - Completing and submitting assessments on time
 - Asking for more support from Trainer
 - Organising a meeting with Trainer
 - Reviewing study skills/techniques
 - Reviewing organisational/time management skills
 - Providing additional English Language support via referral to Student Support Services Officer

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- Referral to the Student Support Services Officer for counselling or referral to an external provider
 - Referral to the Accounts Officer to discuss a payment plan for payment of fees, or referral to job search websites and job search program
 - Other strategies negotiated with the student
 - Recommending tutoring outside class hours
 - Setting up follow up meetings.
- 2.8 Outcomes of Academic Counselling session/s, including Intervention Strategies discussed, will be documented and kept on the student's file.
- 2.9 If the matter cannot be resolved, the student will be advised to access the Complaints and Appeals Policy and Procedures.

3.0 Monitoring Course Progress and Activation of Intervention Strategy at End of Each Study Period

- 3.1 At the end of each study period (term), all results will be finalised on the Student Management System. During this time, the Student Support Officer (SSO) will identify the students who are 'at risk' of not meeting the satisfactory course progress requirement, as per the following:

Student/s Progress	Course	Group	Action	Responsible staff
Student achieves competency in greater than 50% but less than 100% of the course requirements in a study period		<i>Potentially at risk of not achieving satisfactory course progress</i>	a. Send student a <i>Potentially at Risk of Unsatisfactory Course Progress</i> letter (1 st Warning Letter) to notify them of their opportunity to demonstrate competency by: <ul style="list-style-type: none"> • Undertaking re-assessments & catch-up classes • Repeating the unsuccessful unit in the following study period. • Paying charges that apply as per the reassessment policy. b. If not already in place, ask the student to attend an Intervention Meeting with ACE to review his or her course progress, and if necessary, activate an intervention strategy.	SSO Trainer
Student achieves competency in less than 50% of the course requirements in a study period		<i>At risk of not achieving satisfactory course progress</i>	a. Send student the <i>At Risk of Unsatisfactory Course Progress</i> letter (2 nd Warning Letter). b. Advise student to attend an Intervention Meeting with ACE and	



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Student/s Progress	Course	Group	Action	Responsible staff
			activate (or review) the Intervention Strategy; c. Inform student that they will be reported to DET/DHA via PRISMS if their course progress remains below 50% in two (2) consecutive study periods.	
Student achieves competency in less than 50% of units at the end of the 2nd consecutive study period		Unsatisfactory course progress	a. Send the student a written notice of <i>Intention to Report</i> .	

3.1.1 Student achieves competency in greater than 50% but less than 100% of the course requirements in a study period

– If a student is identified as having demonstrated competency in greater than 50% but less than 100% of the course requirements in the study period; they may have their academic load adjusted to bring them into alignment with their CoE and/or enrolment end dates. A written warning letter (1st Warning Letter) titled ‘Potentially at risk of unsatisfactory course progress’ will be sent to the student and the student will be asked to attend an academic progress meeting with the SSO within 10 working days of the letter. The following may apply:

- The student is provided with the opportunity to demonstrate competency by undertaking re-assessments as per the provisions of the reassessment policy; or
- The student repeats the unsuccessful unit in the following study period.
- Charges apply as per the reassessment and fees and charges policies.
- An intervention strategy may be put in place, if deemed appropriate by the SSO.

3.1.2 Student achieves competency in less than 50% of the course requirements in a study period

– Where a student achieves competency in less than 50% of the units in a study period, they are deemed at risk of unsatisfactory course progress. In this case, they will be issued an At Risk of Unsatisfactory Course Progress warning letter and requested to meet with the SSO to discuss, prepare and activate (or review, if already in place) an appropriate intervention strategy to assist the student to achieve satisfactory course progress.

3.1.3 Student achieves competency in less than 50% of units at the end of the 2nd consecutive study period

– When a student achieves competency in less than 50% of units in two consecutive study periods, student will be sent a letter of ACE’s Intention to Report as per the procedures outlined below.

3.2 The warning letter will be sent to the student prior to sending the Intention to Report Letter. Copies of each letter will be kept in the student’s file.



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- 3.3 If the student does not contact the Student Service Support Officer within ten (10) business days of the warning letters being sent, the Student Service Support Officer will contact the student via email and phone.
- 3.4 The Intention to Report will be sent to the student only once.

4.0 Implementation of Intervention Strategy

- 4.1 The Intervention Strategy is implemented when a student is identified as being 'at risk' of not achieving satisfactory course progress. The Student Support Officer activates the intervention strategy by:
- Arranging an appointment with the student. Should contact not be made and the student fails to contact the SSO and/or attend following two attempts, the student will be deemed to be in breach of their visa requirements and may be reported to DHA.
 - Recording all attempted and successful contact in the student management system.
 - Meeting with the student to discuss reasons underpinning unsatisfactory course progress, offer counselling/support/advice with a view to improving the student's academic progress.
 - Making an intervention strategy agreement to document the agreements reached during this meeting which is to be signed by the student and the Student Support Services Officer.
- 4.2 An intervention strategy agreement must include, but not limited to:
- A statement advising the student that unsatisfactory course progress, while the student is subject to an intervention strategy, could lead to the student being excluded from ACE and reported to DHA via PRISMS, which could result in the cancellation of his/her visa.
 - The goals of the intervention strategy
 - The barriers and strategies to achieving the identified goals.
 - Recommending, if necessary, the student's application for an extension of course duration setting reasonable boundaries and or timeframes on a case-by-case basis (if so required) to which the student must adhere.
 - Timeframe for the identified goals
 - Responsibilities of the student and ACE in support of the student
 - Schedule of review meetings to monitor the progress of the student
 - A section to record achievements made throughout the intervention strategy process.
 - The signatures of the Student and Student Support Services Officer.
- 4.3 A signed copy of the intervention strategy agreement is to be provided to the student via email and the original placed in the student's file by the Student Support Officer.
- 4.4 The trainer and the SSO will continue to monitor the student's course progress for the remainder of the term and review the results again at the end of each term.
- 4.4.1 A successful intervention is indicated by a marked and continuous improvement in academic course progress.

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4.4.2 An intervention is deemed unsuccessful if a student has not adhered to timeframes and/or requirements as set out in the intervention strategy agreement and will, as a result, be at an increased risk of not meeting course progress requirements.

5.0 Issuing Intention to Report Letters

- 5.1 When a student has been deemed as having achieved satisfactory course progress / completion in less than 50% of units in two consecutive study periods, ACE will notify the student in writing of its intention to report a breach of course progress to DHA / DET via PRISMS.
- 5.1.1 A copy of the letter will be sent to the student's email address (or post, if indicated as a preferred method of contact by the student at orientation).
- 5.1.2 The letter will inform the student of their right to access ACE's complaints and appeals process within 20 working days of the date of the letter.
- 5.2 A student may appeal on the following grounds:
- ACE's failure to record or calculate a student's marks accurately; or
 - Compassionate or compelling circumstances and there is evidence to support this; or
 - ACE has not implemented its intervention strategy and other policies according to the documented policies and procedures that have been provided to the student.
- 5.3 Should a student's appeal to ACE be successful, ACE will look to address any issues, concerns or errors identified. Dependent on the results of the appeals process, the student will be permitted to continue his / her studies. Where necessary, the student will be granted an extension of CoE and provided further support.
- 5.4 If an error of calculations was made, or ACE has failed to record the student's marks correctly, ACE will correct the errors and not report the student to DHA.
- 5.5 Should the appeals process identify that satisfactory course progress could not be achieved due to compassionate or compelling circumstances, ACE will not report the student to DHA.

6.0 Reporting Overseas Student Visa Holders

- 6.1 ACE will maintain the student's enrolment by reporting a breach of course progress on PRISMS only if:
- Both the internal and external complaints processes have been completed and the breach against the student has been upheld;
 - the student has chosen not to access the internal complaints and appeals process within the 20 business day period;
 - the student has chosen not to access the external complaints and appeals process; or
 - the student withdraws from the internal or external appeals process by notifying ACE in writing.
- 6.2 If the above criteria have been satisfied, ACE will notify DHA through PRISMS, at the end of the 20 business day period or as soon as practicable after the breach occurred.
- 6.3 Copies of all letters, details of phone calls made, emails and any other correspondences and reports will be retained in the student's file.

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7.0 Extending Course Duration

- 7.1 ACE will only extend an overseas student's enrolment or course duration in the following limited circumstances:
- 7.1.1 ACE has assessed that there are compassionate and compelling circumstances and there is evidence to support this assessment; or
 - 7.1.2 ACE has implemented, or is in the process of implementing, an intervention strategy for the student who is at risk of not meeting course progress requirements; or
 - 7.1.3 An approved deferral or suspension of the student's enrolment has occurred (refer to ACE's Deferring, Suspending or cancelling a student's enrolment policy and procedures)
- 7.2 A request to extend the current CoE must be submitted by the student to the Student Support Services Officer at least three (3) weeks prior to the end date of the current CoE. The Student Support Services Officer will respond in writing within 5 working days upon receipt of the request.
- 7.3 If the request is approved, the Student Support Services Officer will notify the Admissions Officer who will create a new CoE in PRISMS and retain a copy in the student's file.
- 7.4 If the student's CoE is extended, ACE will advise the students to contact the DHA to seek advice on any potential impacts on his/her student visa, including the need to obtain a new visa.
- 7.5 If the overseas student's course duration is extended and his/her student visa will expire prior to completion of the course, the student must apply for a new student visa to complete their study. The student must provide a copy of his/her new student visa to ACE to be retained in the student's file.

Legislative Context

- National Code 2018 – Standard 8: Overseas student visa requirements
- Standards for RTOs 2015
- Educational Services for Overseas Students (ESOS) Act 2000

Related Forms

- Confirmation of Enrolment (CoE)
- Attendance Roll and Assessment Submission form
- Record of Assessment
- Assessment Cover Sheet
- Course Progress Report
- Notice of Re-assessment
- Final Notice of Re-assessment
- Intention to Report letter
- Intervention Strategy Agreement
- Notice of Unsatisfactory Completion / Achievement of a Unit

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Related Policies and Procedures

This policy is to be read in conjunction with the following policies and procedures:

- Assessment Policy and Procedure
- Fees and Charges Policy and Procedure
- Complaints and Appeals Policy and Procedure

Responsible Parties

The CEO, Compliance Manager, staff and contractors involved in the recording, monitoring and reporting of overseas students' course progress are responsible for the control and implementation of this policy.

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