

## Policy

### 1. Completion within expected duration

- International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.
- SHIC monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.

### 2. Study Periods

- Study periods may also be known as 'terms' and are described in Training and Assessment Strategies and course outlines. They are designed to ensure the academic integrity of the course is upheld.
- Each study period is divided in half forming a monitoring point at mid and end points at which students are assessed for satisfactory course progress. A student must be identified as at risk prior to being reported as having not met satisfactory course progress requirements.
- The duration of terms are based on the durations of individual units as specified in the Training and Assessment Strategies (TAS). This adaptability enables the creation of rolling timetables, accommodating international students' different entry points to prevent gaps between courses, especially for those undertaking multiple courses. The durations of terms, units in term/s and the order of units can vary among batches within the same course.

### 3. Determining if a student has met course progress requirements

- Students who do not meet course progress requirements are at risk of having their visas cancelled.
- Students must have demonstrated satisfactory course progress requirements by the end each study period.
- This means that students must have successfully completed all the required assessment tasks.

### 4. Determining at risk students

- Students will be deemed at risk of not meeting course progression requirements if they/their:
  - do not participate in a summative assessment task.
  - do not submit an assessment task within 2 weeks of the due date.
  - have received an assessment outcome of Not Yet Competent for one or more units of competency.
  - have been absent for 5 consecutive days.
  - attendance is considered to place you at risk of not achieving satisfactory course progress.
  - have been identified by their trainer/assessor as requiring support to ensure satisfactory course progress.
  - attendance is considered to place you at risk of not achieving satisfactory course progress.
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### 5. Progress Monitoring

- All students progress will be monitored using the *Course Progress Monitoring Tool*
- At the end of each monitoring period:
  - The monitoring report is updated by the Course Coordinator/Intervention Officer including a status of progressing, at risk or not progressing for all overseas students on each reporting date. This is based on current evidence located in student files and other academic records.
  - The Course Coordinator will consult with academic staff if there is any uncertainty or more evidence needed to confirm or deny a student's course progress status.
- The monitoring report will also record commencement and review dates for all Intervention Strategies.

### 6. Intervention Strategy

- SHIC ensures that it identifies, notifies and assist students where there is evidence that the student is at risk of not meeting course progress requirements.

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- For students at risk of not meeting course progress requirements, an individual intervention plan will be developed that documents the support that will be provided. This may include:
  - English language support;
  - reviewing learning materials with the student and providing information to students and in a context that they can understand;
  - providing extra time to complete tasks;
  - providing access to supplementary or modified materials;
  - providing supplementary exercises to assist understanding;
  - attending academic skills programs;
  - attending tutorial or study groups;
  - attending study clubs;
  - attending counselling;
  - receiving assistance with personal issues which are influencing progress;
  - receiving mentoring;
  - referral to external organizations where SHIC is unable to address the identified learning or academic issues;
  - 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.

- Students have up to two free attempts per assessment task to achieve a Satisfactory outcome.
  - Resubmission outcomes should follow the same process for feedback and recording as outlined above.
- If a student has attempted a task two times but hasn't achieved a Satisfactory outcome after the second attempt, the student must re-enroll in the unit or module. The repeat assessment and unit fees are mentioned in the course outline which is part of pre-enrolment process and also available on college website.

### 7. Re-submission

- Students have up to two free attempts per assessment task to achieve a Satisfactory outcome.
  - Resubmission outcomes should follow the same process for feedback and recording as outlined above.
- If a student has attempted a task two times but hasn't achieved a Satisfactory outcome after the second attempt, the student must re-enroll in the unit or module. The repeat assessment and unit fees are mentioned in the course outline which is part of pre-enrolment process and also available on college website.

### 8. Extension to an expected course duration

- Extensions to the course duration specified on the CoE are only allowed where:
  - A student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress, or
  - An approved deferral or suspension of studies has been granted in accordance with SHIC's *Deferral, Suspension and Cancellation Policy and Procedures*. Compassionate or compelling circumstances apply, (suitable evidence must be provided), which may include but is 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;
    - a traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
    - where SHIC is unable to offer a pre-requisite unit.
    - where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

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- When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the Department of Education and Training (DET) via PRISMS.
  - All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.
  - Where the duration of the student's enrolment is extended, SHIC will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.
9. **Online or distance learning enrolment**
- SHIC will not deliver a course exclusively by online or distance to an international student.
  - SHIC will not deliver more than one-third of the units (or equivalent) of a VET course by online or distance learning to an overseas student.
10. **Reporting students**
- Where a student has demonstrated unsatisfactory course progress despite interventions implemented, SHIC will be required to report the student to DHA via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and the reasons for the intention to report. Students will have received first and second warning letters before the notice of intention to report is issued.
  - Students have the rights to appeal against decision to report as per SHIC's *Complaints and Appeals Policy & Procedures*. If the student chooses to access this process, the student will not be reported until this process is complete.
  - SHIC will only report unsatisfactory course progress in PRISMS if:
    - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
    - the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
    - the student has chosen not to access the external complaints and appeals process; or
    - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
  - All records will be kept on the student's file including warning letters and the notice of intention to report.

## Document Control

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