

ABCI Course progress policy and procedure

Purpose

The purpose of this policy is to ensure that Australian Business and Culinary Institute monitors international students to ensure that they can complete their course within the duration specified on their Confirmation of Enrolment (CoE) and that timely intervention strategies are implemented for students who are at risk of failing to meet course progress or attendance requirements.

The intention of this policy is to provide all students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements.

This ensures compliance with Standard 8 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Definitions

CoE means Confirmation of Enrolment

Compassionate and Compelling Circumstances 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; ^{[1][1]}_{[SEP][SEP]}
- 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 Australian Business and Culinary Institute 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.

DET means Department of Education and Training

Study period is defined as one term of the course in which the student is enrolled.

Satisfactory Course Progress is where students do not fall into the categories identified below.

Unsatisfactory Course Progress is where a student:

- Is judged as Not Yet competent in one assessment task in a pre-requisite unit
- Is judged as NYC in a pre-requisite unit
- Is judged as Not Satisfactory in one assessment task within a clustered unit of competency

- Is judged as NYC in 50% of units included in the course load during a study period
- Is judged as NYC in 50% of units included in the course load at the end of a study period
- Has an attendance pattern that is considered to be placing the student at risk of not achieving satisfactory course progress.
- Has been absent for 5 consecutive days or more
- Does not participate in the course as per the course scheduled requirements.

Unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported and a cancellation of the student's visa.

An **Intervention Strategy** may include one or more of the following interventions:

- Advising students on the suitability of the course in which they are enrolled and possible alternatives;
- Advising students of opportunities for reassessment; and
- Advising students of assistance such as: receiving 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;
- receiving individual case management; attending study clubs;
- attending counselling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- referral to external organizations where Australian Business and Culinary Institute 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.

PRISMS means Provider Registration and International Student Management System (PRISMS)

Policy

Completion within expected duration

All courses for international students are CRICOS registered and expected duration of study is as recorded on the CRICOS register.

International students must complete their studies within the expected duration specified on their Confirmation of Enrolment.

In order for students to complete their studies within the expected duration specified on their Confirmation of Enrolments, students must meet course progress requirements as specified in the definitions in this policy. Where requirements are not met, Australian Business and Culinary Institute course progress monitoring procedures will be followed.

Extensions to a Confirmation of Enrolment are only allowed in the case of compassionate or compelling circumstances or where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory progress requirements or an approved deferral or suspension of studies has been granted in accordance with Australian Business and Culinary Institute's Deferral, Suspension and Cancellation Policy and Procedure. Students who do not meet course progress requirements are at risk of having their visas cancelled.

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 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.

Reporting students

Where a student has demonstrated unsatisfactory course progress in two consecutive study periods despite interventions implemented, Australian Business and Culinary Institute will be required to report the student to DET via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress.

Students have the rights to appeal against this decision as explained through Australian Business and Culinary Institute Complaints and Appeals Policy and Procedure. If the student chooses to access this process, the student will not be reported until this process is complete.

An appeal will only be considered if Australian Business and Culinary Institute has not recorded or calculated the student's results correctly, has not provided appropriate support, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons (see definitions) which have contributed to the unsatisfactory progress.

All records will be kept on the student's file including warning letters and the notice of intention to report.

This procedure falls under the responsibility of the student admin officer.

Procedure

Step 1

Meet with the student to implement an intervention strategy

Where a student's course progress is unsatisfactory as defined above, admin staff must send a 'first warning letter of unsatisfactory progress' to notify the student that they must attend a scheduled meeting to implement an intervention strategy. In this meeting:

- Discuss the reasons for the unsatisfactory course progress with the student and agree on appropriate actions to rectify the situation
- Inform the student of the implications of amending their CoE, if applicable
- Complete the 'ABCI intervention strategy' form located in the share drive
- Ensure the form is signed by the student to state that they agree with the strategy
- Implement the strategy as soon as possible and continue monitoring to ensure compliance

- The student must be made aware that if they fail to follow the intervention strategy, they will be reported to DET via PRISMS and this can affect their visa

After the meeting

- To issue a new CoE to extend the duration of the student's study, the administrator finds the CoE concerned and selects the SCV report option, including reasons for granting the extension.
- All documents must be stored in the student's admin file.

If the student fails to attend the scheduled intervention meeting, proceed directly to Step 3.

Step 2

Monitor the student's progress

Student progress must be monitored through a weekly meeting with relevant trainers and staff to discuss the intervention strategy and adjust as required. This includes:

- Reviewing and updating the intervention strategy as required
- Discussing revisions with the student
- Implementing any revisions as soon as possible
- Recording outcomes in the student's intervention strategy
- Replacing the strategy in the student's admin file.

Step 3

Send second warning letter to student

Where the student continues to fail to demonstrate satisfactory course progress they must be sent a 'second warning letter of unsatisfactory course progress' to their email address to invite them to attend a meeting to discuss their progress. At this meeting:

- Discuss the reasons for the continuing unsatisfactory course progress
- Revise the intervention strategy accordingly
- Advise the student that if they fail to follow the intervention strategy, they will receive a 'final warning letter/notice of intention to report for unsatisfactory course progress'.

Step 4

Inform student of intention to report following continuing unsatisfactory course progress

If the student fails to follow the intervention strategy and continues to show unsatisfactory course progress:

- Review the student's progress within 10 working days of the completion of the study period. Where the student has failed more than 50% or more of the units in their course for 2 consecutive study periods and despite interventions implemented, the student must be informed of the intention to report them via PRISMS.

- Send the student 'final warning letter/notice of intention to report for unsatisfactory course progress' to their email. This letter must state that the student has the right to access ABCI's Complaints and appeals process within 20 working days of the issue of the letter.

Student who choose to access the complaints and appeals process will not be reported if they do so within 20 working days of the date of the issue of the letter, however students must continue to attend classes during the appeals process as outlined in ABCI Complaints and appeals policy and procedure.

All documentation must be kept in the student's admin file.

Step 5

Following the notification of intention to report

If the student does not appeal against the decision to report them OR if their appeal is unsuccessful OR if they withdraw from the process, report the student via PRISMS for breach of course progress within 7 working days.

DET has a discretionary framework in place to enable the department to consider individual circumstances, such as where a student may be struggling with particular unit choices and could benefit from a change of course or education provider.

Await advice from the DET as to whether the student's visa has been cancelled and take the relevant action depending on whether the visa is cancelled.

Include a hard copy of the PRISMS entry in the student's admin file.

Revision history

Revision	Date	Description of modifications
1.0	Oct 2018	Original
2.0	Oct 2020	Overall review and editing update including standards, header and footer and updated intervention strategy
3.0	Oct 2023	Overall review and editing update, minor changes to wording