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# Progress, Completion and Intervention Policy & Procedures

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## **Purpose**

- 1.1 The purpose of this policy is to provide guidelines to overseas students and staffs of Jabin Hopkins Institute of Technology (JHIT) in maintaining course progress, completing course on time and intervention strategies.
- 1.2 Complying with the requirement of 'Standard 8 – Overseas student visa requirements of the 'National Code of Practice for Providers of Education & Training to Overseas Students 2018'.

## **Policy**

- 2.1 This policy and procedures will ensure that all student's course progress is monitored, and students are given every opportunity to achieve the required course progress for each course they are enrolled in. This required course progress is identified by the number of units/clusters assessed as 'Competent' within each study period of a course – that is, a student must be deemed 'Competent' in at least 50% of the total number of units/clusters scheduled throughout each study period.
- 2.2 For the purpose of course progress JHIT defines a study period as a period of 20-24 academic weeks depending on the course. Workloads of a study period is equivalent to the workloads of 2 academic terms where each term consist of 10-12 academic weeks. Commencement and end of a study period may be different for students or courses based on their course commencement.
- 2.3 JHIT will systematically monitor course progress of students in proactive manner by notifying and counselling student who is at risk of making satisfactory course progress, and each unit/cluster will have same weight for the purpose of course progress calculation.
- 2.4 A student who does not achieve 50% competency rate (50% of the total number of units/clusters scheduled) for two consecutive study periods, shall be considered in breach of the course progress requirement (and Student Visa conditions). The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages of academic non-progression:
  - Initial warning issued when falling below or to 80% (projected) for a study period
  - Warning issued when projected course progress falls below or to 50% for a study period
  - Warning issued when fails in any unit/cluster in a study period after failing more than 50% in previous (immediate) study period.
  - A breach recorded letter issued to student with an opportunity to appeal in 20 working days.
- 2.5 Where students have been identified as at risk of non-compliance of this requirement, all possible efforts shall be made to ensure that the student is given the opportunity to rectify their position (through intervention process), but where this is not possible, their non-compliance of this requirement must be reported to the appropriate government agencies.
- 2.6 The following procedures ensure course progress records are accurately kept and monitored for all students enrolled in each course. It allows for early detection of poor academic results and enables Jabin Hopkins Institute of Technology and the students with an opportunity to rectify the situation before reporting the breach of the course progress requirement to the appropriate government agencies.
- 2.7 Students are responsible to meet all the deadlines set out in the intervention action plan and they are held responsible to attend all the counselling or support sessions as specified by JHIT.

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- 2.8 All staffs are to be made aware of the requirements of this policy through induction, regular meetings, updates and continuous improvement practices. Students are made aware of the course progress requirements through enrolment processes and throughout the program.
- 2.9 JHIT will support students through intervention strategies to achieve satisfactory course progress over the following academic term if it is not practical/possible in the same term for the unit/cluster failed in the previous term.

## **Procedures - Monitoring Progress and Intervention**

### **3.1 Recording Student Course Progress**

The student's academic results shall be recorded using the Student Records Management System. All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' after completion of all assessment activities relating to each unit within the program they are enrolled. All assessment activities shall be conducted by a qualified trainer/assessor using the RTO's assessment tools/methods and recording processes as required.

It is the responsibility of each individual trainer/assessor to ensure that all assessment decisions are reported to Management through the submission of all assessment records as each assessment is undertaken. All academic results are entered into the Students Records Management System by Academic department.

It is then the responsibility of Academic department to ensure that the student's academic results are also entered into the 'Student Academic Performance Record Sheet' after each assessment is completed and recorded. This Record Sheet will calculate the course progress for the study period, based on the total number of units that are required to be assessed and the outcome of these assessments; i.e. if there were 6 units in total assessed in a study period and a student has been assessed as 'C' in 3 units and 'NYC' in 3 units for the study period, then the student course progress is 50%.

It is the Academic Coordinator's responsibility to ensure the Students Records Management System and the 'Student Academic Performance Record Sheet' remains up to date and is monitored as described below.

These records are checked regularly by the Academic Coordinator/s for currency and accuracy and reported to RTO Manager/CEO time to time.


### **3.2 Monitoring Student Course Progress**

Academic department will update and monitor student course progress via the 'Student Academic Performance Record Sheet' and report any student whose course progress is at risk of falling below the required level, as outlined below, to the Academic Coordinator/s for the actions.

In addition, every two (2) weeks the Academic Coordinator/s will review the course progress of all students and monitor the following points:

#### **A. When a student's projected course progress falls below or to 80% for a study period**

- This is intended to use for a study period where student has not failed more than 50% in previous (immediate) study period. For example, 1<sup>st</sup> study period.
- When a student's projected course progress falls below or to 80% for a study period, a warning letter (Poor Course Progress Notification) shall be issued indicating to the student that their projected course progress has fallen below or to 80% for the study period and

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failure to achieve competency in further units/clusters undertaken within the current study period may result in a risk of failing to achieve course progress for the study period.

**B. When a student’s projected course progress falls to or below 50% for a study period**


- This is intended to issue when projected course progress falls to or below 50% because there is a risk of failing more than 50% if there is any further fail occurs in the study period. This is not applicable when actual course progress already achieved to 50%, but it is applicable if actual course progress has fallen below 50% but letter was not issued earlier for the study period.
- When a student’s projected course progress falls to or below 50% or accrual falls below 50% for a study period, a warning letter (Course Progress Fallen/Risk of Fallen Below 50%) shall be issued. This should indicate that the student must contact Jabin Hopkins Institute of Technology and organise an appointment with the Academic Coordinator or Trainer to discuss their poor course progress and strategies to ensure they achieve 50% course progress for the current study period and stay above the 50% course progress requirement for the following study period.
- At this meeting the student is to be informed of their responsibility to maintain satisfactory course progress and an individualised intervention plan has to be set in place if it has not been activated yet for the study period. Refer to the section ‘Intervention & Extending Course Duration’.

**C. Any student who has not passed at least 50% yet but fails a unit/cluster in the current study period after falling more than 50% in their previous(immediate) study period**

- A warning letter (‘Risk of Falling Below 50% Progress in 2 Consecutive Study Periods’) shall be issued, notifying the student that they are at risk of breaching their requirement to maintain course progression for two consecutive study periods. They are to be informed that they have failed a unit/cluster in the current study period after not achieving the required course progress requirement in the previous study period and they are yet to achieve 50% for the current study period. They are also to be informed that if they fall below the course progress requirements in two consecutive study periods they will be reported to the appropriate government agency(s) because they have breached their student visa conditions.
- The student is to also be informed that they are required to organise an appointment with the Academic Coordinator or Trainer to discuss their course progress and to review and/or develop strategies to enable them to achieve the required level of course progress (i.e. successfully completing 50% of the units/clusters in the current study period).
- At this stage, a new intervention plan should be activated, or the existing plan can continue if there any active intervention for the student.

**D. When a student’s course progress falls below 50% for 2 consecutive study periods**

- The academic department shall issue a ‘Course Progress Breach Recorded Warning’ letter indicating that they have failed to be deemed Competent in more than 50% of units/clusters undertaken for two consecutive study periods.
- The student is to be informed that as a result of their unsatisfactory course progress they are going to be reported to Department of Education and Training (DET) and the Department of Home Affairs (DHA) for unsatisfactory course progress in their course of study. The student must also be informed of their ability to access the complaints and appeals process to appeal this decision and have 20 working days to do so.
- The student will then be added to the Student’s Report Register (electronically in JHITSIS or in a register) that will be maintained to clearly identify when the student has been notified of their breach and when the appeal period expires, and the report to be made in PRISMS.
- If the student does not go through any appeal or complaint process within 20 working days, the report shall be submitted via PRISMS.

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### 3.3 Student Appeals against Breach Recorded notification

Students will have 20 working days from the date the 'Course Progress Breach Recorded Notification' letter is processed to appeal the decision by accessing the Complaints and Appeals Policy and Procedure.

- Successful student appeal against a Breach Recorded notification
  - A Student may access the appeals process (by following the processes outlined in the Complaints and Appeals Policy and Procedure) and provide evidence that:
    - of compassionate or compelling reasons that prevented them from maintaining course progress, or
    - that the course progress records are incorrect.
  - In such cases all supporting evidence will be maintained in the student's file and action taken as required which may include but not limited to:
    - student's course duration extended as required to allow completion (by repeating) of units not successfully completed (note that fees will apply for repeating a unit)
    - Where the course progress records are found to be incorrect, student's records will be adjusted and course progress re-calculated, taking into account the decision not to report them, so that it can be determined whether any further warning letters or action needs to be implemented in line with this policy and procedure.
  - All student appeals shall follow the complaints and appeals policy and procedure requirements and will include ensuring:
    - the student shall be notified in writing of the outcome of the appeal and, if relevant, their revised course progress, along with any warning letters corresponding to their course progress rate.
    - Maintaining all records associated with the appeal within the student file.
- Unsuccessful appeal
  - Where a student's appeal is not successful, they will be notified in writing of the outcome and informed that the breach of course progress requirements will be reported. An unsuccessful appeal will generally be due to the student not successfully demonstrating:
    - that compassionate or compelling circumstances existed that contributed to their inability to maintain satisfactory course progress; or
    - that Jabin Hopkins Institute of Technology records of course progress were inaccurate.


### 3.4 Reporting Breach of Student Course Progress

All students who fall below the 50% course progress requirement for consecutive study periods shall be reported via PRISMS to the appropriate government agency(s) for a breach of their Visa condition when the student:

- has been notified of the intention to report but not accessed the organisation's complaints and appeals process within 20 working days; or
- has been notified intention to report and accessed the complaints and appeals process within 20 working days but the appeal was unsuccessful and the process is finalised.

The RTO's PRISMS Administrator must report a student's breach of satisfactory course progress requirements within five (5) working days of:

- a student's appeal being unsuccessful; or
- the appeal period expiring.

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### 3.5 Intervention & Extending Course Duration Policy and Procedures

All overseas Students are required to complete their studies within the expected duration of the program, as specified on the student's Confirmation of Enrolment (CoE).

Jabin Hopkins Institute of Technology will always provide support to all students who are deemed at risk of not completing their course within the expected duration or are at risk of not meeting their course progress requirements.

The following procedures ensure that students are provided the required support and intervention strategies to complete their studies within the expected duration of the course and that Jabin Hopkins Institute of Technology only extends a student's course duration in line with the circumstances specified within the 'National Code of Practice for Providers of Education & Training to Overseas Students 2018'.


The procedures for monitoring course progress shall be implemented and appropriate intervention processes shall be followed where students are not meeting the progress requirements. The RTO shall monitor all students' ability to complete their course within the expected duration in a number of ways:

- Monitoring of course progress and taking appropriate actions as per the policies and procedures.
- Regular academic meeting to ensure that students are progressing across all areas of training being provided.
- Ensuring complete training and assessment strategy for the program is developed, implemented and reviewed where required.

#### Intervention Processes:

Where a student is identified as being at risk of not completing the program within the expected duration and at risk of not fulfilling the course progress requirement through lack of course progress, Jabin Hopkins Institute of Technology shall implement appropriate intervention steps to ensure students are given reasonable opportunity to complete their course within the nominated duration.

- Based on the steps involved in the course progress monitoring process, a meeting shall be organised between the relevant trainer, academic coordinator, and the student or as specified in the policy section, to discuss possible intervention strategies to assist the student to complete the course within the expected duration.
- The intervention strategies may include but not limited to:
  - o Assisting with personal issues that affecting course progress for example: accommodation, welfare, balancing life etc;
  - o Additional tutorial classes;
  - o English language support classes;
  - o Catchup classes for the relevant subject;
  - o Extra tuition and skills support;
  - o Timetable adjustments;
  - o Variation of student enrolment load;
  - o Suitable alternative assessment or program; or
  - o Combination of two or more of the above.
- This meeting shall require the completion of an 'Intervention Plan' which shall be maintained on file and will be monitored to ensure the student has been provided with the supports who is deemed at risk of not completing the course within the expected duration.


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- The intervention plan will be activated as soon as it is appeared through the academic monitoring system that the student is at risk of achieving satisfactory course progress and completing the course within the expected duration. Intervention support for the units/clusters failed in a term will be provided in the following term if it is not possible to complete in the same term. Refer to Assessment and Plagiarism Policy Procedures to know more about due date, assessment submission, resubmission, reassessment and penalties.
- After preparing an intervention plan, if a student fails in further unit/cluster for the study period before student achieved 50%, then the failed unit/cluster may be added in the existing plan if the plan is still active or a new plan can be created.
- If a student achieved at least 50% course progress for the study period upon activating the intervention plan, Academic Coordinator or Trainer may terminate if there is a reason otherwise continue the intervention plan till the end of the study period to help student completing the course within the expected duration.
- If a student failed to contact Academic department after issuing the warning letters or Student deny signing the intervention plan, then Academic Coordinator or Trainer may decide to terminate the intervention process by writing the reason. In this case, intervention plan to be filled with student details, reason for intervention and the reason for closure.
- If Academic department fails to contact or reach the student, then Academic Coordinator or Trainer may also decide to terminate the intervention process as above and act as per Deferment, Suspension and Cancellation of Enrolment Policy.

#### **Extending Course Duration Processes:**

- Where a student is identified of being at risk of not completing their course in the expected duration due to lack of course progression, the student's enrolment load may be adjusted to ensure the student has the opportunity to complete the course successfully. Where this is the case the student's study period may be extended through intervention process.
- Jabin Hopkins Institute of Technology (JHIT) will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:
  - o there are compassionate or compelling circumstances, as assessed by JHIT on the basis of demonstrable evidence, or
  - o JHIT 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
  - o 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).
- All changes to a student's course duration are to be reported to the appropriate government agency via the PRISMS reporting system and records / documents of reasons and the decision process to be kept in student files.

### **3.6 Ensuring Integrity of the Data**

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To ensure the integrity of the course progress data and records the academic department or course coordinator shall regularly review a sample of the course progress records to verify the data included in the 'Student Academic Performance Record Sheet' is accurate.

The 'Student Data (Course Progress) Integrity Checklist' shall be used and review the following documents to ensure the data is consistent and accurately recorded between each document:


- The student file and assessment records from the Student Management System
- Student Academic Performance Reports
- List of Reported Students

The review of this data shall occur for a sample of 10%(approx) of currently enrolled students and should occur at the end of each academic term or study period.

The completed 'Student Data (Course Progress) Integrity Checklists' shall be reported to the RTO Manager/CEO.

### **3.7 Record Keeping**

A copy of all letters, details of phone calls made, any reports from meetings with the student in relation to the course progress monitoring and appeal processes are to be maintained in the individual student's electronic file and or in the physical file.

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