

HIIE MONITORING COURSE PROGRESS POLICY

PURPOSE

The purpose of this document is to ensure HIIE staff monitor course progress of international students (defined as students holding a student visa) according to the National Code.2.2 and ELCIOS National Standards P3.1 a) and b).

OVERVIEW

HIIE has adopted the Department of Education and Training Course Progress Policy and Procedures for all its VET courses pursuant to Standard 10.2 of the National Code 2018. Please note the "Student Reporting" section of the policy applies to international students only. Domestic students will not be reported to Department Of Home Affairs.

REQUIREMENTS

Standard 10.1 Monitor, record and assess course progress of each student for each course

HIIE monitors, records and assesses each unit of study every term.

Standard 10.2 Documented Course Progress Policies and Intervention Strategy Monitoring course progress policy and Intervention Strategy can be found on HIIE's website: www.hiie.edu.au (under the heading of "Policies and Procedures"). Students are required to achieve competency a minimum of 50% of enrolled units in each term.

Standard 10.3 Course progress must be monitored at the end of each study period

For ESOS purposes, HIIE's study period is defined as a 'term' of study. The duration of a term varies according to different courses. For example, a term for a Diploma qualification may be 5 weeks; a term for a Vocational Graduate Certificate qualification may be 7 weeks etc. Students may contact the Academic Team for more details. HIIE assesses course progress by running reports at the end of each term and after students' grades have been finalised, and by sending student academic outcomes or/and relevant warning letters via email for poor course progress at the end of a term and after students' grades have been finalised, where applicable.

Documented Intervention Strategy HIIE has an Intervention Strategy in place which will be activated once a student has been assessed against the Monitoring Course Progress Policy as:

- Not achieving satisfactory course progress for the term or at all times; or
- Not attending reasonable amount of scheduled contact hours in every unit

Once an Intervention Strategy has been developed and agreed between HIIE and the student, the student will have to sign an Intervention Strategy Recommendations Agreement to indicate that he or she understands and agrees with the Intervention

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105-111 Johanna St, Jimboomba Qld 4280 +61 (7) 55479666

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Strategy. Therefore, students are required to comply with the Intervention Strategy which has been developed for him/her

The course progress policy provide for early warning letters to be sent to students who are not progressing satisfactorily at the end of each term and after the students' grades have been finalised. The written notice is to be held on central filing.

Implementation of Intervention Strategy The Intervention Strategy is implemented at a minimum when a student has failed or has been deemed not competent in 50% or more of the attempted units in any academic term. HIIE will implement its strategy by sending course progress warning letters to students who have failed and offering them consultations and academic assistance as per National Code 2018 Standard 10.5

Standard 10.6 Appeal rights Once a student has been assessed as not achieving satisfactory progress in two consecutive terms, the student is then notified of HIIE's intention to report. The Intention to Report letter also informs the student that he or she is able to access HIIE's Complaints and Appeals procedure within 20 working days. The written notice is to be held in the Student Management System. When a student appeals, evidence is kept on file of an appeal in accordance with National Code 2018 Standard 8.

Standard 10.7 Student Reporting HIIE reports students at the conclusion of or 'as soon as practicable' after the breach occurs. HIIE will issue an Intention to Report letter for students who have not achieved satisfactory course progress for 50% or more of the units in TWO consecutive terms and the student has not made a successful appeal against this assessment. For example, students who have failed 1 out of 2 assigned units for two consecutive terms will be issued an Intention to Report letter via email. The letter will inform the student that he or she is able to access HIIE's Complaints and Appeals process and that the student has 20 working days in which to do so. The reporting only occurs once any appeal processes have been finalised, including external appeal. Evidence of the final reporting to Department Of Home Affairs via PRISMS will be kept in the student's file.

PROCEDURES

Monitoring Students HIIE Student Services staff will:

- Regularly monitor the course progress of all students following this Policy to determine whether additional support is required for them to complete their course within the duration specified on their eCoE's; and
- Counsel students, develop and initiate intervention strategies as necessary to assist students who have unsatisfactory performance to improve their performance.
- Staff in Academic and Student Services will be provided with the requirements of this Policy through induction, regular meetings, updates and continuous improvement practices.

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- Students are made aware of the Course Progress requirements through enrolment processes, Student Handbook, Orientation, and on various occasions during classes.
- HIIE trainers will identify Students who are experiencing difficulties in their studies and are at risk of failure, and will provide timely and constructive feedback.
- Where HIIE has placed a Student on an Intervention Strategy and the Student's performance does not improve in the following Term, HIIE may exclude and report him/her to the Department of Home Affairs in accordance with this Policy.

Reporting 'At Risk' Students

HIIE's trainers and Student Services shall:

- Continually monitor Students' participation during classes, completion of course assignments, tests and activities and overall Course Progress as well as proposed attendance for each unit/week;
- Record each Student's attendance at each class;
- Provide ongoing constructive feedback to Students throughout each Term;
- Formally assess Students' progress at the end of each Term; and when a student is struggling with their academic studies or have failed a unit during the study period, refer the student to student services to consider and/or make an intervention strategy within 10 working days of the third reportable incident.

Course Progress Reviews

At the end of each term, following submission of unit results but prior to their publication, the course progress of all students is to be reviewed by the registrar.

If, after reviewing the course progress of a student, the registrar is of the opinion that a student's progress is unsatisfactory, the registrar shall:

- In the case of a student not already subject to an intervention strategy, refer the matter to the registrar to consider and/or make an intervention strategy; or
- In the case of a student already subject to an intervention strategy, consider whether or not to exclude and report a student (if compassionate and compelling reasons are not provided).

Exclusion and Reporting

Where a Student is deemed to have unsatisfactory performance while subject to an intervention strategy, the Registrar shall send the student an intention to report letter within 5 working days of the decision made under section 3.3 1.

The Intention to Report letter should contain as a minimum:

- A Statement that the Student's progress is unsatisfactory and is considering excluding the Student from his or her course or courses;
- Brief particulars of why the student's progress is considered unsatisfactory
- A statement that the student has breached their visa condition in relation to course progress requirements under Standard 10;

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- A clear statement of the consequence for the student failing to respond to the letter of Intention to Report in writing, including:
 - Cancellation of the student's enrolment
- Advice that the student should provide independent supporting documentation from a member of a profession (for example from a specialist doctor, psychologist, social worker, Minister of Religion etc.) as evidence of the circumstances that contributed to his or her unsatisfactory performance;
- Advice that failure to provide information that was reasonably available at the time of the exclusion and reporting process will not be considered sufficient grounds for an appeal against a decision to exclude him or her;
- The name and telephone number of the counselling services of HIIE and the student services officer; and
- Information that the letter constitutes an Intention to report letter, pursuant to this policy.

The Intention to Report Letter must be served to the student at least 20 working days before the HIIE RTO Manager makes a decision.

The Letter of intention to report is deemed to have been served on a student in accordance with this policy, if it is served on the student by email.

Where a student does not respond to an Intention to Report letter within 20 working days of the letter being served on that student, HIIE may, at its discretion, exclude the student immediately.

Following receipt of the student's response to the Intention to Report letter where compassionate and compelling evidence is provided, the HIIE RTO Manager may decide to:

- Permit the Student to continue in his or her course but not subject to an Intervention Strategy; or
- Permit the Student to continue in his or her course subject to an Intervention Strategy; or
- Exclude a Student from HIIE.

In making a decision the HIIE RTO Manager should consider:

- The terms and conditions of any intervention strategy to which the student is or has been subject;
- The course progress of the student;
- The attendance levels of the student; and
- Any compassionate or compelling circumstances

HIIE's RTO Manager shall record the decision made, the reasons for the decision and any conditions placed on a student's enrolment at HIIE.

The Student shall be served a letter together with the decision made, the reasons for the decision, any conditions placed on the student's enrolment at HIIE and, where the decision is to exclude the student, the right of the student to appeal the decision

in accordance with HIIE' Complaints and Appeals Policy within 20 Working Days of the decision being made on the following grounds:

- HIIE's failure to record or calculate a student's marks accurately;
- New evidence of Compassionate or Compelling Circumstances, which was not reasonably available at the time of the decision to exclude the student; or
- HIIE not implementing its intervention strategy and other published policies, when required to do so.

Where a student has been excluded for unsatisfactory progress, the student services officer shall notify Department of Home Affairs within 5 Working Days of the final decision to exclude the student.

MONITORING STEPS

Procedure for intervention for students at risk of failing to achieve satisfactory course progress to be activated, at a minimum, when they have failed or are deemed not yet competent in 50% or more of their enrolled units in any study period

Student services procedure for notifying students in writing that they have failed to meet satisfactory course progress requirements;

Student services instructions for reporting students for unsatisfactory academic progress

Procedure for:

- Tracking those students deemed to not meet course progress and who have not chosen to access the complaints and appeals process, withdrawn from that process or where the decision supports the provider and
- Consequently reporting those students via PRISMS as soon as practicable

Early warning letter sent to students once a student fails a unit

STEPS	WHO IS RESPONSIBLE?	COMMENTS
1. Assess Course Progress no later than having completed 25% of the course where applicable. Initiate the First Unit Outcome Report once results are finalised at the end of the term.	Student Services	First Unit Outcome Report initiated to enable review and assessment by no later than the end of first term (in Week 5).
2. Reviewed Progress Report to be returned to the Registrar and collated into database.	Trainer	An Excel spreadsheet/or equivalent tools will be created to collate survey results and provide easy analysis of data gathered.

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<p>3. Record and Analyse Progress Report.</p>	<p>Student Services / Registrar</p>	<p>Using the spreadsheet/equivalent tools, data is analysed to identify 'at risk' students and improvement opportunities for courses and teaching methods. This must be used in conjunction with the student's assessment results and attendance records.</p>
<p>4. Determine outcome: A) Student satisfactorily progresses B) Student's progress is unsatisfactory – Intervention Strategy is activated and communicated directly to student via e-mail: (Refer to Intervention Strategy)</p>	<p>Student Services / Registrar</p>	<p>(a) Continue course. (b) The Intervention Strategy must be implemented for any student at risk of not satisfactorily meeting course progress requirements. Please also note that every student receives two submission opportunities per unit. The Intervention Strategy may include the preparation of a new or amended study plan for the student.</p>
<p>5. Reassess Course Progress no later than on completion of 25% of Term 3 (Week 16). Initiate the Second Student Progress Report.</p>	<p>Student Services / Registrar</p>	<p>Follow points 2 through to point 5 as stated above.</p>
<p>6. Assess Course Progression at the end point of the unit.</p>	<p>Student Services / Registrar</p>	<p>Looking at Student unit results to see if Intervention is necessary. Follow Steps 2 to 5, as stated above.</p>
<p>7. Unit completed and grade assessed via Ratification Process.</p>	<p>Trainer/ Student Services/ Registrar</p>	<p>A supplementary exam/resubmission opportunity may be offered to the student as per Ratification process.</p>

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<p>8. Determine outcome: A) Student satisfactorily progresses B) Student's progress is unsatisfactory – but is below the exclusion level - Intervention Strategy - Monitoring Course Progress guidelines to be implemented. C) Students progress is unsatisfactory – leading to the decision to exclude. The student must be notified of this decision and enrolment continued with until Internal / External Complaints and Appeals processes are finalised where applicable.</p>	<p>Student Services / Registrar / HIIE RTO Manager</p>	<p>For A) Email records of communication of the results of the assessment task must be kept. Student graduates with the course qualification. For B) consideration must be given to reducing the study load of the student and what impact this may have on the students' VISA and CoE. Refer to Completion Within the Expected Duration of Study Procedure. For C) This student must be notified of the decision in writing. This decision must be communicated to the student via email. Records of this communication must be kept. The student may appeal this decision. The student has 20 working days to do so. This information in the Intention to Report letter sent to the student.</p>
<p>9. If the student has been excluded, the student must be reported via PRISMS of the student not achieving satisfactory course progress as soon as practicable.</p>	<p>Student Services / Registrar / HIIE RTO Manager</p>	<p>Reporting of student is to occur when: a) The student does not access the Complaints and Appeals process within the 20 day working period, b) Withdraws from the process c) Is unsuccessful in having the decision overturned through the Complaints and Appeals process. Department Of Home Affairs must be notified</p>

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		via PRISMS at the appropriate point noted above.
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FORMS AND RECORD KEEPING

Forms/Record Keeping Title	Location	Responsible Officer
Completed Assessment Tasks	Power Pro and Vet Drive	Trainer
Evidence of assessing a student's course progress at the end of each study period SharePoint Student Services	Power Pro and Vet Drive	Student Services
Student's Study Plan as a result of intervention strategy	Power Pro and Vet Drive	Registrar
Notification letters / emails of the intention to report sent to students	Power Pro and Vet Drive	Registrar
Evidence of an appeals	Power Pro and Vet Drive	Registrar
Evidence of student being reported to Department Of Home Affairs Student	Power Pro and Vet Drive	Student Services / Registrar
Unit Outcome Report	Power Pro and Vet Drive	Student Services Officers / Trainers
Trainer Mid-term Survey	Power Pro and Vet Drive	Student Services

Implementation

This Procedure will be implemented using the following strategies:

- Internal training sessions conducted by the Lead Trainers / Registrars to relevant staff involved in providing education services for overseas students.
- Documentation distribution, e.g. Email, Posters, brochures, ESOS Policy and Procedure Folder.

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GLOSSARY

Item	Description
ESOS	Education Services for Overseas Students

REFERENCES

Ref	Document
R1	Complaints and Appeals Policy
R2	Intervention Strategy
R3	Standard letters used to notify students of grade outcomes
R4	Department of Home Affairs Course Progress Policy and Procedures for CRICOS Providers of VET Courses
R5	ESOS Act 2000 Section 19