

International Inbound Students Monitoring of Course Progression Policy – Box Hill Institute and CAE

Purpose

To determine the policy and principles which apply to course progression monitoring, intervention strategies, and reporting requirements.

Scope

This policy applies to all Box Hill Institute and CAE Teaching Centres and staff delivering qualifications and courses to International Inbound Students enrolled at the Institute/CAE.

At the time of publishing this policy CAE has inbound international students in the VCE program only. CAE systematically monitors its VCE inbound international students against attendance requirements (Standard 11 of the National Code).

Policy Statement

This policy is designed to meet the requirements of Standard 10 of the ESOS National Code – Monitoring Course Progression. In addition the Standard 9.1 and 9.2 – Completion within the Expected Duration of Study are addressed within this policy and accompanying procedure.

The Institute and CAE will ensure staff are aware of their obligations and remain current through ongoing training and development programs. Furthermore, the Institute/CAE will implement a range of communication strategies to inform students of their obligations during orientation, training and counselling sessions.

The Institute and CAE monitors course progression and implements intervention strategies to assist Inbound International Students complete their qualification or course within the duration specified within the electronic confirmation of enrolment as based on the duration of the course as registered on CRICOS.

Each student is monitored to assess course progress for each unit of the course in order to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's eCoE.

For each study period of a course, the student can undertake no more than 25% in any study period by distance or online learning.

The Institute/CAE may 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 eCoE, as the result of:

- compassionate or compelling circumstances;
- Institute/CAE implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- an approved deferment or suspension of study has been granted under ESOS National Code (2007) Standard 13.

The Course Progression Intervention Strategy must specify:

- provision of information to students;
- procedures for contacting and counselling identified students;
- strategies to assist identified students to achieve satisfactory course progress; and the process by which the intervention strategy is activated.
- process for teaching centre staff to notify International Student Services of failure to meet satisfactory course progress, intervention strategies and any variation to enrolment load.

Box Hill Institute/CAE will implement the Course Progression Intervention Strategy for any student who is at risk of not meeting satisfactory course progress requirements. At a minimum, the intervention strategy will be activated where the student has failed or is deemed not yet competent in 50 per cent or more of the units attempted in any study period.

Where there is a variation in the student's enrolment load which may affect the student's expected duration of study in accordance with ESOS National Code (2007) Standard 9.2, Box Hill Institute/CAE will record this variation and the reasons for it on the student file. The Manager of International Student Services will correctly report the student via PRISMS and/or issue a new eCoE when the student can only account for the variation/s by extending his or her expected duration of study.

If required, the Manager of International Student Services will notify the student in writing of the Institute's/CAE's intention to report the student for not achieving satisfactory course progress. The written notice must inform the student that he or she is able to access the Institute's complaints and appeals process as per ESOS National Code(2007) Standard 8 (complaints and appeals) and that the student has 20 working days in which to do so.

Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in two consecutive study periods and the student has not made a successful appeal against this assessment.

If a student is identified for a second but not consecutive study period as not making satisfactory course progress, Box Hill Institute/CAE does not report the student for unsatisfactory course progress.

Where the student has chosen not to access the appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting Box Hill Institute, the Manager International Student Services will notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

Code of Conduct

All employees are expected to conduct themselves in a manner consistent with the Box Hill Institute Group Code of Conduct for Employees.

Definitions

At Risk Students - for the purposes of this policy, are students whose academic performance is deemed unsatisfactory within a defined study period.

Inbound International Students - are students who are enrolled at the Institute/CAE and are holders of an Australian Student VISA. For the purposes of the ESOS National Code (2007) Inbound International Students are defined as overseas students.

Compassionate or Compelling Circumstances - are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members (parent, sibling, spouse or child - where if 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 their studies ;

- A traumatic experience which could include but is not limited to:
 - Involvement in or witnessing of an accident or
 - A crime committed against the student or
 - The student has been a witness to a crime, and this has impacted on the student (these cases should be supported by Police or psychologists' reports).

The Institute/CAE will use professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, the Institute/CAE will consider documentary evidence provided to support the claim.

Study period - is defined as a ten week period (VET and Senior Secondary) and twenty week period (HE) in which the student must enrol unless granted a deferment, suspension or leave of absence. The study period is considered to be the length of time in which it is reasonable for the teaching centre to make an assessment of a student's course progress.

Course duration - is the expected duration of the course specified on the Commonwealth Register of International Courses for Overseas Students (CRICOS). The expected course duration should be the same as the expected duration for domestic students.

An **Electronic Confirmation of Enrolment (eCoE)** - is the document issued by the provider on PRISMS that is the accepted evidence of enrolment by DIBP for processing a student visa or for the change of providers.

Course requirements - must be defined by the Teaching Centre for each study period and identify when a student is deemed to have not passed or demonstrated competency / achievement in 50% or more of the course requirements. The course requirements for each study period must also be made clear to the student at the start of the course, or if variable, each study period.

Students can study up to twenty-five (25) percent of the total course by distance learning and/or on-line, but in each study period the student must be studying at least one unit that is not by distance or online.

DIBP - Commonwealth Department of Immigration and Border Protection.

DEEWR - Commonwealth Department of Education, Employment and Workplace Relations.

ESOS National Code - The Educational Services for Overseas Students National Code (2007) sets out course progress and/or course attendance requirements which registered providers must apply to overseas students. It provides nationally consistent standards to enable registered providers to meet their obligations to support student visa integrity.

Under the ESOS Act, registered providers are required to notify both students and the Australian Government when students have breached their student visa conditions as a result of having failed to maintain satisfactory course progress or attendance.

	<p>PRISMS - DEEWR Provider Registration and International Students Management System.</p> <p>Unsatisfactory Course Progression - is defined as:</p> <ul style="list-style-type: none"> • Not successfully completing or demonstrating competency in at least 50% of the course requirements in the defined study period. • Not meeting unit and/or qualification or course attendance requirements as specified in Unit Outlines or the Course Handbook. • At risk of non-completion of the qualification or course within the duration as stated on the student's eCoE. <p>Enrolment load - is the scheduled course load including hours of attendance and intensity of study. A student's enrolment load can vary throughout the course. Students may take a normal, reduced or increased study load in each study period, so long as their work load is monitored by the teaching centre to ensure the student completes the course within the duration of the specified eCoE.</p> <p>Enrolment load variation - is an increase or decrease of the student's enrolment load.</p>
Related Procedures	<p>The following procedures are linked below:</p> <ul style="list-style-type: none"> • International Inbound Students Monitoring of Course Progression Procedure – BHI and CAE • International Inbound Students Deferral, Suspension or Cancellation of Enrolment Procedure – BHI and CAE
Related Operating Guidelines	Intervention Strategy Guidelines 3.2010
Related Forms	See linked forms below.
Related Policy, Legislation and Regulation	<p>Box Hill Institute Group</p> <ul style="list-style-type: none"> • International Inbound Student Deferral, Suspension or Cancellation of Enrolment Policy – BHI and CAE <p>External</p> <ul style="list-style-type: none"> • National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (Cth) • DEEWR-DIBP Course Progress Policy and Procedure for CRICOS Providers of VET
Records	Records will be maintained in accordance with the requirements of Box Hill Institute's and CAE's Records Management Policy and Procedure.
Review	This policy and any associated procedures must be reviewed no later than five (5) years from the date of approval. The policy and associated procedures will remain in force until such time as they have been reviewed and re-approved or rescinded. The policy and procedures may be rescinded or amended as part of continuous improvement prior to the scheduled review date.
Approval Body	CEO
Endorsement Body	VET Board of Studies Higher Education Board of Studies

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Linked Files

1. International Inbound Students Monitoring of Course Progression Procedure
2. Intervention Strategy Guidelines 3.2012
3. Intervention Strategy 3.2012
4. Notice of Intention to Report Letter 1.2012