

Purpose

PCBT is committed to monitoring, assessing and recording the course progress of every enrolled student at the end of each study period (term). The RTO will apply intervention strategies when students at risk of unsatisfactory course progress are identified during and at the end of any study period (term).

Compliance

This policy & procedure aligns and relates to:

- Education Services for Overseas Students Act 2000 (ESOS Act) and amendments
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)
- National Vocational Education and Training Regulator Act 2011 (NVR Act), including the Standards for Registered Training Organisations (RTOs) 2015 (Standards for RTOs).
- ASQA Factsheets for classroom attendance and progression requirements for overseas students.
- ELICOS Standards 2018.

Procedures

Unsatisfactory Course Progress

VET Students

To achieve satisfactory course progress a student must successfully complete a minimum of 50% of their units each term. Progress is monitored by trainers who track students' progress through their assessments throughout the term. Students at risk of not satisfactory maintain a minimum of 50% course progress at the end of 10-week Term will be referred to the Academic Manager for consideration of an Intervention Strategy.

Students must maintain a minimum attendance (>80%) and course progress (>=50%) requirements while on intervention plan at all time until end of their course duration.

Students who fail to maintain a minimum attendance and course progress requirements while on intervention plan will receive "Intent to report/cancel CoE warnings".

As PCBT understands that lack of attendance is a key risk factor for lack of course progress, attendance is formally monitored with students receiving notifications at 90, 80 and 70 percent attendance.

ELICOS Students

Students studying ELICOS are required to attend 20 hours a week and maintain a minimum of 80% attendance at all times. Academic progress is monitored by trainers who track students' progress at the end of week 5 and 10. Intervention strategies are applied when students are not making satisfactory progress at the end of week 10 or when attendance drops to 80%.

Students who are on intervention strategies are monitored again after 5 weeks and are referred to the ELICOS Academic Manager if they have still not made Satisfactory Progress. The ELICOS Academic Manager will then make a decision as to whether the student should be permitted to continue with their studies, taking into account course attendance percentage and compelling and compassionate documentary evidence, if any.

As PCBT understands that lack of attendance is a key risk factor for lack of course progress, attendance is monitored with students receiving notifications at 90, 80 and 70 percent attendance.

Intervention strategies:

PCBT proactively monitors student progress and applies intervention strategies as soon as a student is identified as being at risk of not making satisfactory course progress.

Teachers (ELICOS) and trainers (VET) identify students who are at risk of not making satisfactory course progress during and at the end of each term and recommend additional support for such students.

Intervention strategies will be reviewed and signed off by the Academic Manager (ELICOS) and Academic Manager (VET).

When a student is identified as not making satisfactory course progress, the following intervention strategies may be applied but are not limited to:

- Guidance concerning the appropriateness and suitability of course/s undertaken by the student
- One on one tutoring
- Scheduling of re-assessment dates and deadlines
- Information concerning the potential need to report the student to the Department of Home Affairs and cancellation of his or her enrolment if student maintains unsatisfactory course progress for one consecutive study period.
- Information regarding PCBT's complaints and appeals policy

Additional support mechanisms may be identified through **PCBT Student Support Policy and Procedures**.

Monitoring on potential students at risk Unsatisfactory Course Progress (>=50% <100%)

We shall monitor students who potentially may fail to progress by providing extra catch-up classes and supervised training.

Reporting on Unsatisfactory Course Progress (<50%)

When a student is deemed to have unsatisfactory course progress (explained above) in ONE consecutive study period (10-week-term), the student will be sent a notice of "Intention to Report". The student will have an opportunity to access the complaints and appeals policy and has 20 working days to do so.

Where the student has chosen not to access the complaints and appeals policy within the 20 working day period, or withdraws from the process, or the process is completed and results in a decision supporting PCBT, the Department of Home Affairs will be notified via PRISMS that the student has not achieved satisfactory course progress after student's opportunity to access external appeals.

Attendance Support

The attendance of students enrolled at PCBT is carefully monitored due to the strong correlation between levels of attendance and satisfactory course progress.

The Department of Education – Department of Home Affairs approved course Progress Policy does not require PCBT to report on unsatisfactory attendance however, as part of our academic support and monitoring, our internal policy states that all students must attend classes regularly. It is expected that all students maintain at least 80% attendance. Students are reminded that they must maintain visa requirements:

<https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%208.pdf>

Students are issued with written notifications regarding their attendance at regular intervals throughout each term of study. Please refer to **PCBT Attendance Policy and Procedures** for detailed explanations.

Monitoring Course Enrolment Load

When a student is identified as not meeting satisfactory course progress and the implemented intervention strategy affects the student's expected duration of study, PCBT will record this variation and the reasons for it on the student file and on the SMS and must correctly report such a change via PRISMS.

The following reasons may change study load and affect the expected duration of study (completion within expected duration):

- Implementation of Intervention Strategy
- An uncommon or unusual event that is out of a student's control (compassionate or compelling circumstances or extenuating circumstances)

Students must be able to prove that the compassionate or compelling circumstances or extenuating circumstances have affected them and prevented them from maintaining a normal study load.

Supporting documentation is essential.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could 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 (Where 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 the student's studies
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit

Procedures

It must be ensured that PCBT has indicated its adoption of The Department of Education – Department of Home Affairs approved course progress policy through the PRISMS page and selects 'Yes' where the question is asked 'DEEWR Course Progress Policy & Procedure implemented?'

An intervention strategy must be applied during the term, as soon as students at risk are identified, as well as at the end of each term.

Appealing an Intention to Report

Students have the right to appeal an intention to report in line with PCBT's Complaints and Appeals Policy. Outcomes of the appeal will be based on:

- Previous student Interventions & Academic Performance
- Compelling and Compassionate Circumstances

Appeal Outcome Successful

If the student's appeal is successful, the student will be placed on an Individual Education Plan or Intervention Plan and monitored to ensure the completion of each unit progress is maintained.

Appeal Outcome Not Successful

Students, whose appeals are not successful, will be provided with a written notification that the cancellation of their CoE will proceed. Students may appeal to the International Students Ombudsman should they wish a further appeal. They must inform PCBT within 5 days, should they apply for an External appeal. In this case, PCBT will not cancel their enrolment till they receive a decision from the External Appeal.

Students who do not appeal

Students who do not submit a formal appeal within the 20 working days, a CoE cancellation notification email will be sent.

Course Progress Monitoring during the term

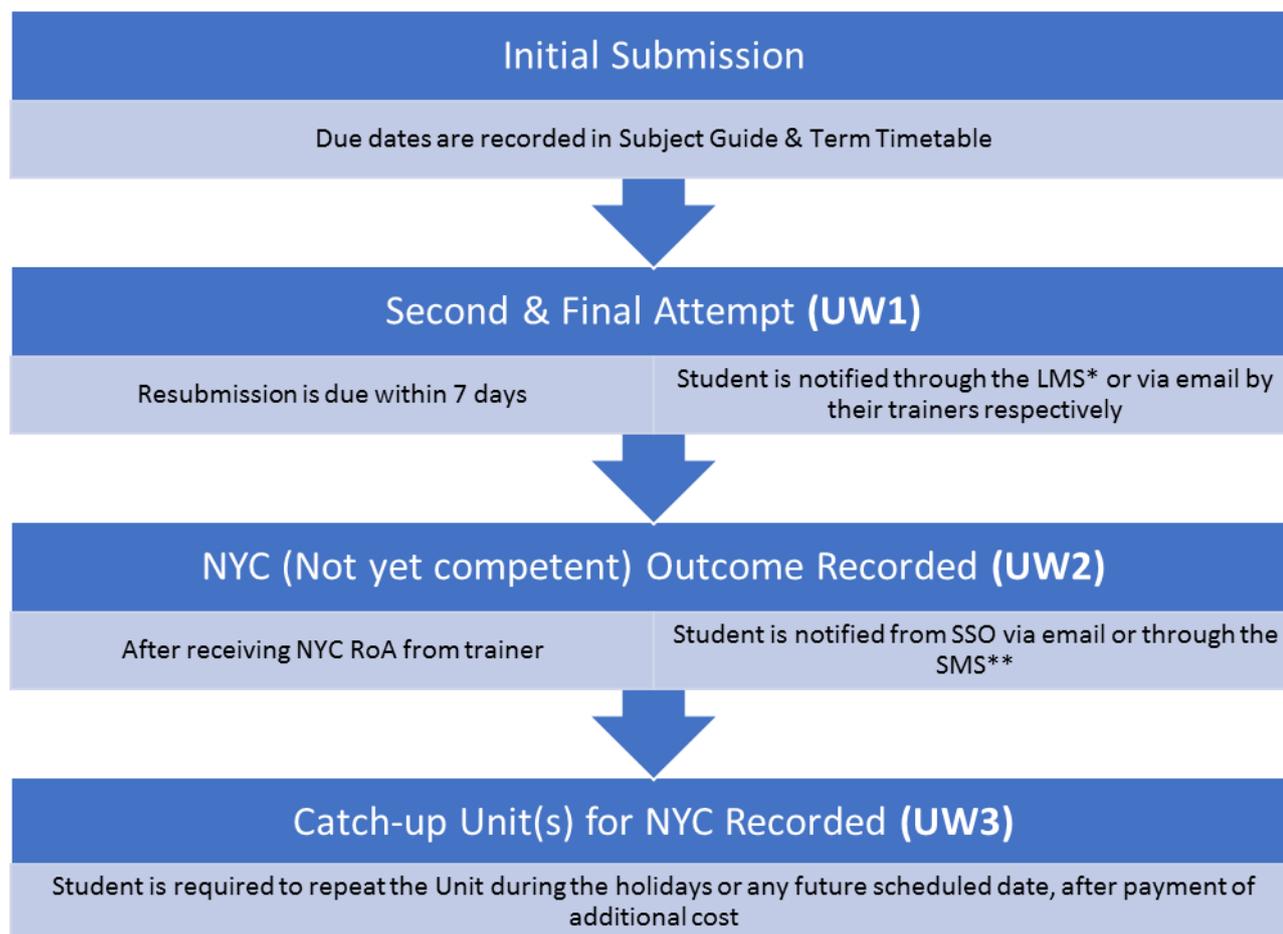
Task	Responsibility
Enter unit results in LMS within 1 week of completion of Unit.	Trainer
Generate a course progress report in week 10 via Google Sheets.	Trainer, Student Support, Academic Manager
Send No Submission/NYS Emails (UW1)	Trainer
Send NYC (Not yet competent) Outcome Recorded (UW2 or UW2-A)	SSO
At week 10, SSO to identify students who may be at risk of not meeting required course progress requirements	SSO to notify Academic Manager
Organise and conduct intervention strategy for each student who is at risk of not meeting required course progress.	Trainer, SSO & Academic Manager
Organise catch-up classes for students who are deemed NYC after 2 attempts of submission (UW3)	SSO and Academic Manager

Reporting students for not meeting required course progress at the end of term (<50%)

Task	Responsibility
Generate Unsatisfactory Course Progress report from Google Sheets.	Student Support
After ONE consecutive term of Unsatisfactory Course Progress, Send Intention to Report Notification Email (CW1)	Student Support & Academic Manager
Wait for 20 working days for internal appeal process	Student Support & Academic Manager
Wait for 5 working days for intention to access external appeal	Student Support & Academic Manager
Report unsuccessful students via PRISMS	Admissions Manager

Student Assessment Submission

The flow chart below identifies opportunities for students to resubmit assessments and the notification and repercussions of students not submitting assessments on time.



*LMS refers to IBSA, FUTURA and Didasko

**SMS refers to Powerpro

Unit Progress Warning Email Templates

U: Unit W: Warning

(UW1)

Second & Final Warning for a Unit of Competency

Dear (Enter Name & Student ID)

This email is to remind you that your first attempt/late submission of the following assessments have been assessed against the Unit (**Code and Name**) and recorded as **Not Yet Satisfactory (NYS)**. We are providing this as a **final** submission /re-submission reminder before we finalise the outcomes of the unit/s as **Not Competent**.

You will need to submit/re-submit the assessment/s listed below within 7 days (**Insert Date**).

- 1.
- 2.

If you fail to submit /re-submit by the due date, we will need to progress to finalise the outcome of your Unit as **Not Competent and you will need to repeat/catch-up this unit as per scheduled future timetable or IEP (Individual Education Plan) at an additional cost.**

You are at risk of not meeting your course progress requirements. Remember that according to Visa Condition 8208 "You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider:

<https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%208.pdf>

If you have questions about the assessment or feel you need to clarify or want some guidance or support, please contact me by email. (**Insert email address**)

Kind regards,

Trainer and assessor

NYC (Not Yet Competent) Outcome Recorded

U: Unit W: Warning

(UW2)

Dear **(Enter Name & Student ID)**

This email is to inform you that you have been assessed and recorded against the **(Unit Name)** as **Not Yet Satisfactory (NYS) after providing second and final opportunity**. As such, we will need to progress to finalise the outcome of your Unit as **Not Yet Competent (NYC) and you will need to re-enrol or catch-up this unit as per future schedule of a timetable or IEP (Individual Education Plan) at an additional cost.**

You may be at risk of not meeting your course progress requirements as per PCBT course progress policy and this may lead towards cancellation of your enrolment with PCBT for the current and future courses, please go through the link provided below for more information.

<https://pcbt.wa.edu.au/wp-content/uploads/2021/09/PCBT-Course-Progress-Policy-Procedure.pdf>

Remember that according to Visa Condition 8208 "You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider:

<https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%208.pdf>

If you have questions about the assessment or feel you need to clarify or want some guidance or support, please contact me by email. **(Insert email address)**

Kind regards,

SSO

NYC (Not Yet Competent) Outcome Recorded

U: Unit W: Warning

(UW2-A) NON-ATTENDANCE

Dear (Enter Name & Student ID)

This email is to inform you that you have been assessed and recorded against the (Unit Name) as **Not Yet Satisfactory (NYS)**. As such, we will need to progress to finalise the outcome of your Unit as **Not Yet Competent (NYC)** and you will need to re-enroll this unit as per future schedule of a timetable or IEP (Individual Education Plan) at an additional cost.

You may be at risk of not meeting your course progress requirements as per PCBT course progress policy and this may lead towards cancellation of your enrolment with PCBT for the current and future courses, please go through the link provided below for more information.

<https://pcbt.wa.edu.au/wp-content/uploads/2021/09/PCBT-Course-Progress-Policy-Procedure.pdf>

Remember that according to Visa Condition 8208 "You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider:

<https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%208.pdf>

If you have questions about the assessment or feel you need to clarify or want some guidance or support, please contact me by email. (Insert email address)

Kind regards,

SSO

Breach of Course Progress: End of Term Monitoring

U: Unit W: Warning

(UW3)

Dear (Enter Name & Student ID)

This email is to inform you that your 2nd and final attempt/late submission of the following assessment/s have been assessed and recorded against the Units listed below as **Not Yet Satisfactory (NYS)**. The Unit/s listed below has/have been deemed as **NOT YET COMPETENT**.

You will be given the opportunity to **catch up the following unit/s during the term break at a cost of \$250 (Catch-up)**.

Unit/s	Cost
	\$250
	\$250
	\$250
	\$250

Should you choose not to take up this opportunity or should you fail at this attempt, you may need to re-enrol to repeat the unit by paying the full cost of the unit and may need to extend your CoE (subject to admission requirements) OR to cancel your CoE based on breach of minimum course progress requirement.

Please report to your SSO (Insert name) on (insert date) with the receipt of your payment to catch-up for the unit/s.

You are at risk of not meeting your course progress requirements. Remember that according to Visa Condition 8208 "You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider:

<https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%208.pdf>

If you have any questions, please feel free to contact your support officer.

If you need further assistance, you are encouraged to make an appointment with the Academic Manager to discuss your situation.

Kind regards,

Student Support Officer

(CW1)

C: Course progress W: Warning

Subject: Intent to Report based on Breach of PCBT's Course Progress Policy and Requirements (<50%)

Attn: Surname, Given Name

Student Id

Student DOB

Student Qualification (Code & Title)

This email is to confirm that despite multiple attempts to help and support you with your impending breach of Course Progress requirements, you have not been able to meet PCBT's Course Progress Policy requirements nor the Department of Home Affairs' Visa Requirement 8202.

You have been emailed previously about your course progress on the following dates:

Type of Warning	Date(s) issued
NYC (Not yet competent) Outcome Recorded – UW2	
Breach of Course Progress Warning – UW3	

At this point, the college is intending to **report you** to the Department of Home Affairs and **cancel your Confirmation of Enrolment (CoE)** for current and any future courses.

The college has offered a range of support services including catch up sessions, reassessments, counselling and mentoring, however, you have chosen not to access these support mechanisms and/or these mechanisms have not been sufficient for you to meet requirements.

You will need to **submit an appeal** within the next twenty (20) days. If the college accepts your appeal and can see **genuine evidence** that you will ensure course progress moving forward, the cancellation of the CoE can be avoided. You may be offered an individual education plan (IEP) or a new offer letter subject to PCBT's available resources.

As per our policy, you have the right to appeal. You may do so only in writing through our Appeals form. You will be meeting with our Academic Manager who will assess your appeal.

<https://pcbt.wa.edu.au/wp-content/uploads/2020/07/PCBT-Appeal-Application-Form.pdf>

I have attached, for your reference our Course Progress Policy as well as the Department of Home Affairs Information Sheet on Course Progress and attendance.

<https://archive.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>

<https://pcbt.wa.edu.au/downloads/>

if you choose not to appeal, your enrolments at PCBT will be cancelled by Admissions Manager based on Unsatisfactory Course Progress and you will be reported to Department of Home Affairs and Department of Education through PRISMS.

if your appeal is unsuccessful, you will have another 5 working days before cancelling your Enrolments/CoEs to access external appeals. You must notify SSO (sso@pcbt.wa.edu.au) of your intention to access external appeal within this 5-day-period. If we do not hear from you once this 5-day is lapsed your enrolments at PCBT will be cancelled by Admissions Manager based on Unsatisfactory Course Progress and you will be reported to Department of Home Affairs and Department of Education through PRISMS.

Please note that if you choose not to appeal or if your appeal is unsuccessful and your enrolment is cancelled, you will be provided with a Statement of Attainment for all units completed, so long as all outstanding payments have been addressed and cleared.

If you have questions about this process, please feel free to speak with myself. Should you have any queries of how this may impact on your visa, please contact the Department of Home Affairs.

Kind regards,

MUST BE APPROVED BY SENIOR MANAGEMENT

SSO