



# Inbound International Student Monitoring Course Progression Policy

This database of policies and procedures contains the current, official version of policies and associated procedures. Printing a policy or procedure or transferring a policy or procedure into another electronic format will result in the document being an uncontrolled copy that might not be current.

---

## Purpose

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.

The policy and related procedures and guidelines detail the course progression monitoring, intervention strategies, appeals process and DIAC reporting requirements.

The policy is explained to staff through ongoing staff training and development programs and to students during orientation and counselling sessions applicable under this policy.

## Scope

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

## Policy

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

## 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 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 possible a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring their 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).

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

**Compulsory 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 DIAC 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 compulsory study period the student must be studying at least one unit that is not be distance or online.

**DIAC:** Commonwealth Department of Immigration and Citizenship.

**DEEWR:** Commonwealth Department of Education, Employment and Workplace Relations.

**ESOS National Code:** The Educational Services for Overseas Students National Code (2007) sets out the 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.

**PRISMS:** DEEWR Provider Registration and International Students Management System.

**Unsatisfactory Course Progression** is defined as:

- 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 students eCoE.

**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, reduce 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.

**Enrolment load variation** is an increase or decrease of the student's enrolment load.

## Code of Conduct

All staff are expected to conduct themselves in a manner consistent with the Code of Conduct for the Victorian Public Sector and in accordance with the Box Hill Institute Code of Conduct for Staff.

All students are expected to conduct themselves in a manner consistent with the Box Hill Institute Student Code of Conduct.

## Principles

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

Box Hill Institute 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;
- Box Hill Institute 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 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 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 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 compulsory 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 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.

## Accountabilities and Responsibilities

**Manager International Student Services** will be accountable for:

- documenting the delegations and the people responsible for ensuring that the policy and procedure are implemented;
- notifying the student in writing of its intention to report the student for not achieving satisfactory course progress;
- informing 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;
- notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress as soon as practicable;
- 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;
- sending the PRISMS generated Section 20 notice to the students last known address;
- ensuring students are provided with written information that specifies the:
  - requirements for achieving satisfactory course progress;
  - process for assessing satisfactory course progress;
  - procedure for intervention for students at risk of failing to achieve satisfactory course progress;
  - process for determining the point at which the student has failed to meet satisfactory course progress;
  - procedure for notifying students that they have failed to meet satisfactory course progress requirements.
- establishing files for all Inbound International Students;
- ensuring students files contain as required documents as specified in Section 8 of the Course Progress Procedure;
- provision of documents and information if requested by the Executive Director, Learning and Academic Affairs to inform the decision(s) relating to a student appeal process.

**Teaching Centre Managers** will be accountable for:

- documenting the delegations to the people within the Teaching Centre responsible for ensuring that the policy and procedure are implemented;
- making available a Course Progression Intervention Strategy Kit for use by teachers that specifies the procedures for identifying and assisting students at risk of not meeting the course progress requirements;
- providing on-going information and advice to teachers regarding this policy and procedure;
- defining and monitoring any changes to the fulltime workload for the compulsory study period in conjunction with the Centre Management Team and relevant teachers;
- advising International Student Services of any changes to the fulltime workload for the compulsory study period;

- establishing an annual schedule of course progression reviews for all Inbound International Students studying in the centre;
- establishing files for all students who have been identified as requiring a variation to their enrolment load; or are not achieving satisfactory course progress;
- ensuring student files contain required documents as specified in Section 8 of the Course Progress Procedure;
- notifying in writing the Manager of International Student Services of the following actions:
  - Student requiring a variation to their enrolment load;
  - Student not achieving satisfactory course progress;
- providing copies of documents as specified in Section 8 of the Course Progress Procedure to the Manager of International Student Services;
- provision of documents and information if requested by the Executive Director, Learning and Academic Affairs to inform the decision(s) relating to a student appeal process.

**Teachers** will be responsible for:

- maintaining student records of attendance and assessment results;
- providing student records of attendance and assessment results to the delegated centre staff member in accord with the annual schedule of course progression reviews of all Inbound International Students.

## Records

All records will be kept in accordance with the Institute's privacy policies and procedures.

Records relating to monitoring course progression must be provided to DIAC at the time the student applies to extend their student visa.

Title	Location	Responsible Officer	Minimum Retention Period
File notes of notification from teaching centre to International Student Services Office	Student files International Student Services Office	Centre Manager, International Student Services Office	Destroy 7 years after the student has completed (or withdraws from) studies at the Institute
File notes of all support provided by International Student Services Office to inbound international students in managing progression	Student files International Student Services Office	Centre Manager, International Student Services Office	Destroy 7 years after the student has completed (or withdraws from) studies at the Institute
Record of any warnings issued to students in relation to managing progression and documentation relating to any appeal process	Student files International Student Services Office	Centre Manager, International Student Services Office	Destroy 7 years after the student has completed (or withdraws from) studies at the Institute
Record of any decision to report on student progression to DIAC-DEEWR	Student files International Student Services Office	Centre Manager, International Student Services Office	Destroy 7 years after the student has completed (or withdraws from) studies at the Institute

## References and Compliance Requirements

ESOS Act 2000

ESOS National Code (2007)

DEEWR-DIAC Course Progress Policy and Procedures for CRICOS Providers of VET Courses

Attendance Rolls – Teacher work instructions

## Related Documents

[Inbound International Student Monitoring Course Progression Procedure](#)

[Inbound International Student Monitoring Course Progression Kit for Teachers](#)

## Review

This policy must be reviewed no later than five (5) years from the date of endorsement. The policy will remain in force until such time as it has been reviewed and re- approved or rescinded. The policy may be withdrawn or amended as part of continuous improvement prior to the scheduled review date.

---

### DOCUMENT CONTROL

Policy ID:	POLSA24
Classification:	Operational
Approved by:	CEO
Date Approved:	24 August 2009
Council Reference:	NA
Committee Reference:	BoS Meeting 23 April 2009
Prepared by:	Centre Manager International Student Services
Accountable Manager:	Vice President International
Version Information	Minor amendment November 2009

---