



# Inbound International Student Monitoring Course Progression Procedure

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## The Inbound International Student Monitoring Course Progression Procedure consists of the following components

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### 1. Course Progression

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Teaching Centres at a minimum must review the student's course progress at the end of each 10 week (VET and Senior Secondary) and 20 week (HE) compulsory study period to make a judgement as to whether a student is:

- making satisfactory course progress; or
- at risk of non-completion of the qualification or course within the duration as stated on the students eCoE; or
- at risk of not making satisfactory course progress in the first compulsory study period, and therefore an intervention strategy must be implemented; or
- not making satisfactory course progress in the following study period after an intervention strategy has been agreed to by the student and implemented within the first four weeks of the second study period.

### 2. Intervention Strategy

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At a minimum, the intervention strategy must be activated where the student has failed or has been deemed not yet competent / have not achieved in 50 per cent or more of the units / subjects attempted in any study period and/or is at risk of non-completion of the qualification or course within the duration as stated on the students eCoE.

A Teaching Centre may choose to activate an intervention strategy at any point before the end of a compulsory study period; however, the intervention strategy **must** be activated within the first four weeks of the following study period.

Intervention strategy is to be activated by:

- informing the students in writing that they have been identified as failing or at risk of failing to meet course progress requirements; and,
- personal contact with the student by a suitably authorised teaching centre staff member.

The Intervention strategy must specify what support will be provided to the student at risk of not meeting satisfactory course progress requirements.

Strategies for assisting students at risk **must include**:

- where appropriate, advising students on the suitability of the course in which they are enrolled;
- assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- advising students that unsatisfactory course progress in two consecutive study periods of a course could lead to the student being reported to DIAC and cancellation of his or her visa, depending upon the outcome of any appeals process.

**Additional Strategies** for assisting students at risk could include, but are not limited to,

- transition support;
- English language support;
- study skills support;
- welfare support;
- re-enrolment in the unit failed/NYC or missed;
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

A copy of the intervention plan signed by both the student and the teaching centre representative is to be sent to the Manager of International Student Services.

If the Intervention Strategy requires a variation to the enrolment and study load a Request for alteration of students eCoE is to be sent to the Manager International Student Services.

### **3. Written notice of intention to report the student to DIAC**      [Back to Top](#)

If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, the Teaching Centre Manager or

delegate must notify in writing the Manager of International Student Services prior to the end of that study period.

The Manager of International Student Services will notify the student in writing of the Institute's intention to report the student to DIAC for unsatisfactory progress. The written notice must inform the student that he or she is able to access Box Hill Institutes Appeal process and that the student has **20 working days** in which to do so.

#### **4. Conditions of Appeal**

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A student may appeal on the following grounds:

- Teaching Centre failure to record or calculate a student's marks accurately;
- Compassionate or compelling circumstance; or
- The Teaching Centre has not implemented its intervention strategy and other relevant Academic Policies according to its documented policies and procedures that have been made available to the student.

#### **5. Appeal Process**

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Within 10 working days of receipt of the appeal, an independent panel comprising a member of the Board of Studies relevant to the course in which the student is enrolled, the Centre Manager Student Support Services and a Teaching Centre Manager from a teaching centre not involved with the appeal will be formed to consider the appeal.

A representative of International Student Services, and a representative of the Student's Teaching Centre, will be available to attend and to provide input but will not take part in the decision on the appeal.

If the evidence is found to be incomplete, the Student Support representative will contact the student and request further documentation.

The student will be invited to formally present their case to the Panel, and may be assisted by a support person.

The Panel will meet as soon as is practicable to review the appeal and evidence submitted in support of the appeal.

The Panel considers the appeal, makes their decision and informs the student by letter of the decision, within fourteen (14) working days of the appeal hearing.

The student will remain enrolled and will have the right to continue to attend classes whilst the appeal is being heard unless there is a compelling reason such as a risk to health and safety to a member of the Institute community. In this case other arrangements can be made by negotiation of the parties to ensure that the student is not disadvantaged.

## 6. Outcome of Appeal

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Where the student's appeal is **successful**, Box Hill Institute will not report the student to DIAC. The outcomes will vary according to the findings of the appeals process.

If the appeal finds that:

- there was an error in calculation, and the student actually made satisfactory course progress, in this case there is no requirement for intervention
- the student has not made satisfactory progress, but there are compassionate or compelling reasons for lack of progress, ongoing support must be provided to the student through Box Hill Institute's Intervention strategy

Where the student's appeal is **unsuccessful**, students will be advised of their right to:

- lodge an appeal or grievance with appropriate external organisations. These include the Human Rights and Equal Opportunity Commission, or the State Equal Opportunity Commission, the State and Commonwealth Ombudsman's Office.
- ask the Institute to request an external mediator be provided by the Australian Council for Private Education and Training.
- contact the Commonwealth Department of Education, Employment and Workplace Relations in relation to grievances under the ESOS Act.

Students have a right to access an external appeals process at minimal or no cost. The Institute will not impose any fee related to external appeals.

## 7. External Appeal

Students who choose to access an external appeals process should notify the International Student Services Office of this within 10 working days of receipt of the decision.

The Institute will hold off from any further action until it is advised of the outcome of the external appeal by the external appeal body.

The student will remain enrolled and will have the right to continue to attend classes whilst the appeal is being heard unless there is a compelling reason such as a risk to health and safety to a member of the Institute community. In this case other arrangements can be made by negotiation of the parties to ensure that the student is not disadvantaged.

## **8. Reporting students for unsatisfactory progress**

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Where the student has:

- chosen not to access the complaints and 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 within 5 working days of the relevant event.

## **9. Cancellation of Enrolment**

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Where the decision is taken to cancel the student's enrolment the Manager of International Student Services will arrange for the completion of the Registrar's Course Exit Form and send the form to Student Administration.

The form will be processed by Student Administration, which will officially cancel the student's enrolment at Box Hill Institute.

## **10. Records**

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Where a Teaching Centre has implemented an intervention strategy, the relevant documents including the following must be kept in each student's files within the Teaching Centre.

- Letter generated by the Teaching Centre informing the students in writing that they have been identified as failing or at risk of failing to meet course progress requirements;
- Any notes relating to discussions with the student by a suitably authorised teaching centre staff member;
- Intervention Strategy document signed by both the teaching centre representative and the student;
- Request to Manager International Student Services for alteration to students eCoE if the Intervention Strategy requires a variation to the enrolment and study load that would lead to a need to extend the eCoE; and,
- Notification from teaching centre indicating that the student is not making satisfactory course progress in a second consecutive compulsory study period in a course.

The International Student Services Office will keep copies of all the following documents, in the student's file:

- Letter generated by the Teaching Centre informing the students in writing that they have been identified as failing or at risk of failing to meet course progress requirements;

- Any notes relating to discussions with the student by a suitably authorised teaching centre staff member;
- Intervention Strategy document signed by both the teaching centre representative and the student;
- Notification from teaching centre indicating that the student is not making satisfactory course progress in a second consecutive compulsory study period in a course;
- Notification letter of the intention to report the student for unsatisfactory course progression, the appeals process and the mechanism to access the Student Grievance Policy and Procedure;
- Written request to the Executive Director, Learning and Academic Affairs to appeal the intention to notify DIAC via PRISMs for unsatisfactory course progression;
- Document indicating the outcome of the appeal and any actions required;
- Letter and copy of the PRISMS generated Section 20 notice;
- Registrars Course Withdrawal Form.

## Forms

All forms are in the [Inbound International Student Monitoring Course Progression Kit For Teachers](#).

- [Course Progress Intervention Strategy Letter Template One](#)
- [Course Progress Intervention Strategy Letter Template Two](#)
- [Course Progress Intervention Strategy Proforma](#)
- [Notification to Manager ISS Memo](#)
- [Monitoring Course Progression Intervention Strategy Guidelines](#)