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## Course Progress Policy (Student Version)

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**AUSTRALIAN INSTITUTE OF WORKPLACE TRAINING**

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## 1. Introduction

The purpose of this policy is to outline the minimum standard of academic performance for students at the Australia International Institute of Workplace Training (AIWT). The policy provides the guidelines that AIWT uses to identify students who are academically "At Risk" of making unsatisfactory course progression and the measures that will be employed to assist such students to complete their studies.

International students: This policy outlines the measures that will be used to assist students to complete their studies within the specified duration of their student visa. This document is particularly important to international students in that it also describes the process whereby an international student's enrolment can be cancelled as a result of unsatisfactory course progress, thus, affecting their student visa status.

### **Alignment to the Standards for RTOs 2015 - Chapter 3 - Support and progression (All students)**

#### **Clause 1.7**

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET [vocational education and training] accredited courses.

#### **Clause 5.4**

Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

#### **Standard 6**

The RTO has a complaints policy to manage and respond to allegations involving the conduct of:

- a) the RTO, its trainers, assessors or other staff
- b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff
- c) a learner of the RTO.

*For more information see the Complaints and Appeals Policy and Procedure*

### **Standards for Providers of Education and Training to Overseas Students (International Student Visa Holders) - National Code Part D, Standard 10 - Monitoring course progress**

Registered providers systematically monitor students' course progress. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. Registered providers report students, under section 19 of the ESOS Act, who have breached the course progress requirements. Monitoring the course progress of students allows the provider to identify and offer support to those at risk of not progressing. Students who are not making satisfactory course progress are reported to the Secretary of the Department of Education through PRISMS.

Key requirements:

The progress of each student is monitored, recorded and assessed.

- The provider has documented course progress policies and procedures.
- The provider assesses each student at the end point of each study period according to its course progress policy.
- The provider has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress.
- Where a provider has assessed the student as not meeting satisfactory course progress, the provider informs the student in writing of its intention to report the student and that he or she is able to access the provider's complaints and appeals process within 20 working days.

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- The provider notifies the Secretary of the Department of Education through PRISMS of the student not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds the provider's decision to report.
- All providers are required to have documented course progress policies and procedures. A generic course progress policy may be appropriate for more than one course. Courses that require additional or varied progression rules will necessitate a separate course progress policy.
- Providers must assess course progress at the end point of every study period.
- All providers must have a documented intervention strategy, which must be made available to staff and students. At a minimum, the intervention strategy must 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. Providers may choose to intervene at any point before the end of a study period if outlined in their course progress policy and/or intervention strategy.
- Where the registered provider has assessed the student as not achieving satisfactory course progress, it must notify the student in writing of its 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 provider's complaints and appeals process and that the student has 20 working days in which to do so.

### Relevant Definitions

- **"At Risk"** means a student who has not successfully completed or demonstrated competency in fifty percent (50%) or more of units in any study period;
- **"Academic Counselling"** means a process to discuss concerns and obligations and to devise strategies to meet them;
- **"Compassionate and compelling circumstances"** means circumstances that are generally beyond the student's control and that have an impact upon the student's progress or wellbeing. This includes such things as serious illness or injury; bereavement of close family members such as parents or grandparents; or a traumatic experience that has impacted the student;
- **"Study Period"** means a defined period of one term (10 weeks) of scheduled classes as outlined in the Letter of Offer and/or the training plan for each enrolled student;
- **"Unsatisfactory course progress"** means not successfully completing or demonstrating competency in at least 50% of the course requirements in the units of competency enrolled within a study period;
- **"Intervention Strategy"** means the implementation of an individual plan outlining support strategies to enhance the student's progress. Intervention strategies could include provision of English language support, formal counselling, one on one coaching and/or tutorial assistance;
- **"Continued unsatisfactory progress"** means students showing unsatisfactory study progress over a maximum of 2 "Study Periods" without genuine reasons which can result in cancellation of their study program by AIWT;
- **"Warning Letter"** means the first formal warning following verbal or email warnings by the Trainer/Assessor;
- **"The Right to Appeal"** means the right for each student to access and enter AIWT's complaints and appeals process following the Complaints and Appeals Policy and Procedure;
- **"Course Progress for International Students"** means the satisfactory course progress necessary for international students to complete their course successfully within the timeframe specified in their Confirmation of Enrolment

## 2. Policy Statement

- 2.1 Australia-International Institute of Workplace Training (AIWT) monitors, records and assesses the course progress of each individual student in which the student is currently enrolled in.
- 2.2 AIWT systematically monitors, records and reports the attendance and course progress of each individual enrolled student
- 2.3 AIWT informs students of attendance requirements and communicates expected standards as followed:

- 2.3.1 prior enrolment through the Letter of Offer and the Term and Conditions of Enrolment
- 2.3.2 at orientation or the first workplace visit
- 2.3.3 at the beginning of every study term by the designated trainer/assessor

- 2.4 If a student is experiencing falls behind on his/her course attendance or course progress due to

- 2.4.1 Special needs or additional support requirements or
- 2.4.2 Compassionate and compelling circumstances including but are not limited to
  - i. Serious illness or injury, where a medical certificate states that the student was unable to attend classes.
  - ii. Bereavement of close family members such as parents or grandparents.
  - iii. Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on the student's studies.
  - iv. A traumatic experience which could include involvement in or witnessing a serious accident and witnessing or being the victim of a serious crime that has had an impact on the student. These cases should be supported by police or psychologists' reports.
  - v. Where AIWT was unable to offer the pre-requisite unit.

the trainer/assessor must inform the Course Coordinator and Student Services as soon as possible to request special consideration and introduce a tailored strategy to offer support by establishing a formal Learner Support Plan between the trainer/assessor and the student.

- 2.5 A Learner Support Plan must be

- 2.5.1 documented in a formal Individual Study Plan (Template)
- 2.5.2 the completed plan must be emailed to [studentservices@aiwt.edu.au](mailto:studentservices@aiwt.edu.au) and uploaded onto Power Pro
- 2.5.3 The trainer/assessor will record notes of subsequent meetings or events in the Contact Log in Power Pro

The AIWT trainer/assessor, course coordinator and student services team will assess individual student's circumstances on a case-by-case basis and may decide to temporarily suspend the enrolment of the student as prescribed under the Deferment, Suspension and Cancellation Policy and Procedure.

The student may choose to apply for suspension which will be assessed as prescribed under the Deferment, Suspension and Cancellation Policy and Procedure.

- 2.6 **Satisfactory Course Progress** means a student is regarded as having made satisfactory course progression when she/he

- 2.6.1 Is able or projected to complete the course within the expected duration of study as per the training plan
- 2.6.2 Has been deemed competent in at least 50% of enrolled UoC within a study period
- 2.6.3 Has fulfilled their obligation under an intervention strategy, or academic support and monitoring program required
- 2.6.4 Has met their obligation if special academic conditions of enrolment have been met

- 2.7 **Unsatisfactory Course Progress** means a student is regarded as having

- 2.7.1 Has been deemed NYC in more than 50% of enrolled UoC within a study period

- 2.7.2 Has been deemed academically “At Risk” and has attended an intervention meeting **but** has failed to meet the obligations outlined in the Intervention Strategy and/or has not accessed academic support services, coaching session or other support mechanisms.
- 2.7.3 Has been deemed NYC after being re-enrolled in the same UoC
- 2.7.4 Has been identified of unsatisfactory course progress in combination of not having meet the minimum 80% attendance requirements within a term

2.8 International students who do not meet satisfactory course progression will be issued a NOITR after being issued at least 2 warning letters. This could result that a student is being reported to the Department of Home Affairs via PRISMS and as a result AIWT will cancel the student’s enrolment, depending on the outcome of any appeals processes.

## 3. Procedure

3.1 Trainers/ Assessors are required to record the attendance of students as followed:

3.1.1 Class/ Workshop Attendance:

- i. Use a daily attendance sheet reflecting the correct UoC, date and enrolled students, using the current AIWT template
- ii. ensure student sign in daily
- iii. upload the attendance sheet against the course in Power Pro
- iv. at the start of a delivery period, open relevant UoC accurately and record attendance as per the signed attendance sheet on the actual delivery day

Workplace/ Onsite visits (Trainees)

- i. record scheduled workplace visits in outlook
- ii. report visits to employers and trainees the onsite report in PowerPro
- iii. If opening a new UoC use the relevant document and record in PowerPro

Work placement visits (Compulsory)

- i. Record compulsory work placements work placement in PowerPro using the work placement functions

3.2 Face to Face Training only: Trainers/ Assessors are responsible of effectively managing their classroom to ensure all students are fully engaged and progress according to their individual training plan. As part of the course requirements, students are expected

3.2.1 to attend all classes on time and as scheduled in their training plan.

3.2.2 to attend a minimum of 80% of the scheduled classes for each subject in which they are enrolled, in each study term.

3.2.3 When a student's attendance falls below 80% within the study period and without adequate explanation, the student must be followed up by the trainer/ assessor immediately and in the following sequence:

- i. an initial email (Non- Attendance without evidence or notice on the day)
- ii. a warning letter (Non-Attendance for more than 2 study weeks in a row without adequate evidence e.g. medical certificate)
- iii. a meeting request to identify the reasons for the absence if no or no sufficient response has been achieved after the warning letter (Poor attendance combined with poor communication and without adequate evidence)
- iv. if II. and III. continues, the trainer/assessor must inform the course coordinator and/or student services for support to arrange a second warning and/or an Intervention meeting

3.3 Courses offered by AIWT in a workplace, requires trainers/assessors and students to follow the agreed training plan. It is essential that

3.3.1 training touch points like on or off the job workshops, group training or coaching sessions, one on one training site visits are communicated effectively, and all parties and stakeholders are informed well in advanced using one or more suitable communication strategies e.g. Phone call, Email, Outlook, MOODLE, Onsite Reports with information about the next schedule contact

3.4 AIWT Trainers/Assessors are responsible to

3.4.1 Monitor course attendance (weekly) and course progression (within every term of study) and send warning letters (email) if and when required.

3.4.2 Accurately record attendance and assessment outcomes for all allocated students under their supervision against their individual training plans.

3.4.3 Offer support to individual learners and identify special learning needs.

3.4.4 Arrange student support meeting and record agreed strategies in a Learning Support Plan.

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3.4.5 Contact students via SMS (Power Pro) and ensure key communication is recorded in writing including replies from students.

3.4.6 Inform the course coordinator if a regular pattern has developed and a learner is falling behind their studies and liaise with Student Services as required in a timely manner.

3.5 AIWT Course Coordinators are responsible to

3.5.1 Monitor the progress of all students enrolled within their School and audit student files at the end of every study period.

3.5.2 Support and guide their trainers/assessors to ensure students are supported throughout their course.

3.5.3 Facilitate Intervention Meetings.

**AIWT is committed to support students in a fair, timely and pro-active manner to achieve their learning outcome. To ensure students are supported in their learning and progress as per their learning/ training plan, the following procedure applies:**

- Students must be familiar with their Training/ Study Plan;
- Students are informed prior course start of AIWT assessment policies, processes and expected standards (Orientation);
- Students are informed at each term start of the upcoming term program including assessment due dates;
- Students are monitored of their attendance and engagement. If students required additional support, they are encouraged to approach their trainer/assessor, the Course Coordinator or Student Services;
- Course progression is monitored by the trainer/ assessor through regularly recording attendance, assessment outcomes and providing regular feedback to the candidate All assessments and relevant notes are confidentially stored on AIWT's Student Management System (PowerPro);
- "Not yet satisfactory assessment outcomes" and non-submission of individual assignments and/or assessments is followed up in writing with a **First Letter of Warning** within a set timeframe by the trainer/assessor;
- The trainer/assessor will arrange re-assessments for re- sit's, re-submission and/or required assessment extension in writing and in a timely manner. If the student cannot demonstrate a compassionate or compelling reason, a re-assessment fee of \$ 50 per assessment item will apply;
- Students with **Continued Unsatisfactory Progress** are offered **Academic Counselling** or other support if needed and if applicable;
- The Course Coordinator will be informed if unsatisfactory progress continues and as soon as they are evident and prior to the student reaching the point of being **"At Risk"**;
- A **Final Warning Letter** is issued if poor academic performance persists;
- The student must attend an *intervention meeting* with the trainer/assessor and the Course Coordinator to discuss, plan and document an **Intervention Strategy** ;
- If unsatisfactory progress continues over a second **Study period** and no improvement is evident, AIWT will consider a cancellation of the course by provider. (International students will be issued a Notice of Intention to Report **NOITR**);
- Students have the **Right to Appeal** the decision within 20 working days and access the internal appeal process in writing following the AIWT complaints and appeals policy. A student can appeal on the following grounds:
  - AIWT failed to inform the student of relevant policies and assessment due dates;
  - Student can demonstrate and evidence compassionate and compelling circumstances;



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- The Student had a suspension approved and AIWT failed to inform the Trainer/Assessor;
- AIWT failed to mentor and/or support the student to achieve the required learning outcome and failed to issue warnings;
- AIWT failed to implement an intervention strategy.
- If the internal appeal was rejected as unsuccessful students can access the external appeal process.

### Outcomes

If a student's appeal is accepted, the student may choose to re-enrol in one or more Unit/s of Competency or catch up on the outstanding work depending on the circumstances.

If a student chooses not to access the grievance and appeals process within the twenty (20) working day period or withdraws from the process or the outcome is unsuccessful, the student will be cancelled by the provider.

### Domestic Students

**Students funded by the Department of Training and Workforce Development (DTWD) will be reported for unsatisfactory progress via TAMS**

Following a Notice of Intention to Cancel (NOITC), a student will be cancelled when:

- The student has been identified as not making satisfactory course progress in two consecutive compulsory study periods;
- An intervention strategy was implemented after the student was assessed as not making satisfactory progress at 50% or more of the enrolled UoC and;
- The student's internal and/or external appeal was not successful and the student did not wish to access the external appeal.

Domestic Students can lodge a complaint to ASQA [www.asqa.com.au](http://www.asqa.com.au)

Domestic Students funded under Future Skills have the right to lodge a complaint to [www.dtwd.wa.gov.au/compliments-and-feedback-form](http://www.dtwd.wa.gov.au/compliments-and-feedback-form)

### International Students

**Reporting International Students for Unsatisfactory Course Progress via PRISM**

Following a NOITR, an international student will be reported when:

- The student has been identified as not making satisfactory course progress in two **consecutive** compulsory study periods;
- An intervention strategy was implemented after the student was assessed as not making satisfactory progress at the end of the first compulsory study period, after which the student was again assessed as not making satisfactory progress at the end of the second compulsory study period; and
- The student appeal (internal) was not successful and the student did not wish to access the external appeal.

International students can access an external appeal by either contacting the Department of Education Services (International Student Conciliator) on 08 9441 1900 or the International Student Ombudsman on 0262760111, GPO Box 442, Canberra ACT 2601 (<http://www.ombudsman.gov.au/making-a-complaint/overseas-students>).

*(ESOS Act, National Code Standard 8). International students who fail to meet acceptable course progress requirements could restrict their chance of success, and may be in breach of their student visa conditions.*



*International students are expected to attend a minimum of 80% of their scheduled contact hours for their enrolled course;*

Course progress will impact upon international students in a number of ways including their ability to comply with student visa conditions. Any breach of a student visa condition or the ESOS Act 2007 by the international student could lead to his/her student visa being cancelled, and the student being asked to leave Australia.

International students must be made aware of this Course Progression Policy during the compulsory Orientation course and at the implementation of the course progress policy.

The course progress of each enrolled student will be monitored, recorded and assessed each semester or study period. Where a student is deemed at risk due to 'unsatisfactory course progress' the *Australia-International Institute of Workplace Training Intervention Strategy* will be implemented. The aim of the intervention strategy is to assist students to achieve satisfactory course progress.

A record of the intervention and the outcome will be provided to the student and will also be kept in the student's file.

*A Learner Guide will be distributed to all students* for each subject/unit that outlines the material to be covered, the workload, the class schedule, the delivery and assessment methods, any examination dates and the timeframe for submission of assignments.

Australia-International Institute of Workplace Training administration will receive training progress information from trainers after each session, maintain records regarding student assessments and individual student course progress and monitor records to identify students at risk of not achieving satisfactory course progress on completion of each semester or study period.

Where a student is considered 'at risk' to enter the student's details in the "Students at Risk of Unsatisfactory Course Progress Register" **and** advise the Course Coordinator in writing. Once the Course Coordinator has been advised that the student may be at risk of unsatisfactory course progress, the Course Coordinator or his/her delegate will:

- Send a letter requesting that the student attend a meeting;
- Within four (4) weeks of the following teaching period meet individually and formally with each student at risk (the Student Support Officer will also be present); and
- Will note issues relating to difficulties, outcomes and any intervention strategy.

The student will be asked to read aloud and sign this form to indicate that they agree with what has been discussed and written and that they agree to the intervention strategy that has been proposed.

If the student continues to be identified or is newly identified as at risk of unsatisfactory course progress at Week 8, they will be sent a letter requesting student to attend a meeting (Interview Letter 1 or 2).

## **Continued Unsatisfactory Progress**

If a student maintains unsatisfactory course progress after a second **consecutive** study period, the student must be notified in writing of Australia-International Institute of Workplace Training's intention to report the student to the Department of Immigration and Border Protection (DIBP) for unsatisfactory course progress.

The letter will inform the student that he/she is able to access the *Australia-International Institute of Workplace Training Complaints & Appeals Policy & Procedure*. This Policy allows the student twenty (20) working days in which to challenge the decision. The student must also outline the reasons for unsatisfactory progress together with any **compassionate or compelling circumstances** where relevant (see following).

## **Compassionate or Compelling Circumstances**

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

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes or bereavement involving close family members such as parents or grandparents (evidence may be required);
- Emergency situation that has impacted on his/her studies such as a major political upheaval or natural disaster in the student's home country requiring the student to urgently travel home; or
- 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 had an impact on the student. These cases should be supported by police or psychologists' reports.

**Note:** The above are some examples provided by the Department of Education of what may be considered compassionate or compelling circumstances.

## **Outcomes**

If the student's explanation is accepted continuing support, counselling and monitoring will be provided. The student will also be required to commit to complying with any conditions or intervention strategies attached to the decision.

This means the matter will not be referred to DIBP.

If the student chooses not to access the grievance process within the twenty (20) working day period, withdraws from the process or the outcome is unsuccessful, the student will be reported to DIBP for unsatisfactory course progress.

If the student chooses to access the complaints and appeals process, the student may continue to attend classes until a decision is made by Australia-International Institute of Workplace Training. The Course Coordinator in conjunction with the CEO or nominee will exercise professional judgment and assess each case on its merits. When determining whether compassionate or compelling circumstances exist **all** documentary evidence provided to support the claim must be considered. Copies of these documents, together with a record of reasons for a decision must be retained in the student's file.

If a student is identified for a second but not consecutive study period as not making satisfactory course progress, Australia-International Institute of Workplace Training does not report the student for unsatisfactory course progress. However, an intensive support and counselling strategy must be implemented with close monitoring in accordance with this policy.

**When a student is reported for unsatisfactory course progress, DIBP will usually cancel the student's visa unless there are exceptional circumstances.** DIBP will rely on Australia-International Institute of Workplace Training's records as evidence of unsatisfactory progress **and** that Australia-International Institute of Workplace Training has followed these procedures.

If a student is dissatisfied with Australia-International Institute of Workplace Training's processes or decisions, the student may lodge a complaint with the Department of Education.

## **Erratic Course Progress**

In addition to the above, Standard 13 of the National Code requires Australia-International Institute of Workplace Training to cancel a student's enrolment where it is suspected that a student is not a 'bona fide' student. As 'Erratic Course Progress' is not defined, for the guidance of Australia-International Institute of Workplace Training staff, this means:

'The student's participation in the course is irregular, unreliable or inconsistent.'