



Australian College of Vocational Studies

(RTO 90857) (CRICOS Provider 02474E)

6 Hunt Street Surry Hills NSW 2010 Phone (02) 9280-4338 or (02) 9319 3777

Email: info@acvs.com.au Website: www.acvs.com.au

Course Progress Monitoring

All International Students attending ACVS are subject to the requirements of Standard 10 of the National Code 2007. Thus ACVS undertakes course progress monitoring in conjunction with student attendance monitoring.

ACVS define a study period as five weeks or half a term.

Persons responsible for actions within procedure

Director of Studies – Implementation of intervention strategies, advising the Principal of those students who will not meet academic requirements for reporting purposes, review student appeals

The Principal – Report students on PRISMS for non-academic progress, assist in reviewing student appeals

Student Liaison Officer – implementation of intervention strategies

Course Progress Monitoring Procedure

During the first week of the course, students will be provided with a student handbook and which they must sign off that they have read and understand all contents of this handbook. Included in this handbook is information regarding the student visa conditions relating to course progress.

Student's course progress will be monitored using the Student Management System, in which all students results, attendance and class details are entered.

A student will be deemed to have not made satisfactory course progress in any given study period, by not successfully completing or demonstrating competency in 50% or more of the prescribed units for that study period.

During each study period, ACVS will identify those students who are 'at risk' of not making satisfactory course progress by reviewing their class attendance and assessment items. Students who are deemed as 'at risk' of not making satisfactory course progress will be given the opportunity to discuss Intervention Strategies to assist in achieving satisfactory course progress with either the Director of Studies or a Student Liaison Officer.

If, at anytime during a student's course of study, ACVS determines a student to be 'at risk' of not making satisfactory course progress, ACVS may decide to implement their Intervention Strategy during any given study period.



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At the end of each study period, ACVS will identify those students who have not made satisfactory course progress by checking the students assessment results in the student management system.

If a student is identified as having not made satisfactory course progress, the student will receive a letter of advice, notifying them that ACVS's Intervention Strategy will be implemented at the commencement of the next study period.

Where a student is identified as not making satisfactory progress for two consecutive study period, ACVS will issue the student with a letter notifying them of ACVS's intent to report the student to DIAC via PRISMS, after giving the student the right to appeal this decision.

Appeals Process

Before the student is reported to DIAC for not making satisfactory course progress, they will have 20 working days to appeal the decision. Students are allowed to appeal for the following reasons:

1. If they believe that their marks have not been recorded or calculated correctly
2. If they believe that they have compassionate or compelling reasons (See below) for not making satisfactory progress
3. If they believe that the college has not implemented its Intervention Strategy and therefore has not assisted them
4. ACVS has not implemented other policies which may impact upon the student's results
5. ACVS has not made the Course Progress Policy or other relevant policies available to the student.

The students appeal will be considered by the Principal, Director of Studies and a Senior Trainer. During any Appeal Process the student must continue to be enrolled and attend classes where appropriate. Depending on the outcome of the appeal, the student may or may not be reported to DIAC.

Compassionate or Compelling Circumstances

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



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- Bereavement of close family members such as parents or grandparents (evidence may be required)
- Major political upheaval or natural disaster in the home country requiring the student's emergency travel and this has impacted on his/her 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. These cases should be supported by police or psychologist's reports

The above are only some examples provided by the Department of Education Employment and Workplace Relations of what may be considered compassionate or compelling circumstances.

Outcome of Appeal

If the appeal is successful, continuing support and counselling will be provided and the student will be required to commit to respecting the conditions agreed and the matter will not be referred to DIAC.

If the student chooses not to access the appeals process within the 20 working day period, withdraws from the process or the outcome of the appeal is unsuccessful following the completion of the process, the student will be reported to DIAC as not achieving satisfactory course progress and ACVS will notify DEST via PRISMS that the student has not achieved satisfactory course progress.

If the student chooses to access the appeals process, the student must continue to attend classes while the appeal is being processed.

The Review Committee will exercise their professional judgement and assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist all documentary evidence provided to support the claim will be considered. Copies of these documents, together with a record of why the decision was made will be retained in the students file.

Reporting Students for Unsatisfactory Course Progress

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
- 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 has not made a successful appeal against this assessment



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When a student is reported for unsatisfactory course progress, DIAC will, in all but exceptional circumstances, cancel the student's visa. DIAC will rely on ACVS report for unsatisfactory course progress, as the report cannot be made until ACVS has completed the complaints and appeals process. If a student is dissatisfied with the provision of a complaints and appeals process, the student may lodge a complaint with DEEWR via the National Complaints Hotline.

Click on the link for a fact sheet with information on Intention to report for visa breaches
http://aei.dest.gov.au/AEI/ESOS/QuickInfo/Standards_10_and_11_pdf.pdf

Intervention Strategy

An Intervention Strategy is an individual 'plan' developed in consultation with a student. The primary purpose of an Intervention Strategy is to provide specific assistance and/or advice to address the issues preventing the student from achieving competency.

If the student is identified as not making satisfactory course progress then an intervention strategy will be implemented. To notify the student of intent to implement an intervention strategy, ACVS will issue a letter of advice to the student. This letter will provide the student with the opportunity to discuss any issues or problems with either the Director of Studies or a Student Liaison Officer who will try to seek clarity on these issues and address any concerns.

The student will also be advised that their enrolment may be cancelled, and that cancellation will be reported to DIAC via PRISMS.

After the student has been notified that an intervention strategy is to be implemented, either the Director of Studies or a Student Liaison Officer, in association with the student, will create an action plan with appropriate intervention measures and the dates for these measures to be actioned and commenced. This action plan will be signed by both parties and a copy will be filed in the student's individual file.

Some examples of intervention measures include:

- Arranging extra learning support or tutorials;
- Arranging counselling for assistance with personal or other issues;
- Providing advice regarding study habits (i.e maintaining required class attendance);
- 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 competencies they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and/or



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- Advising students that unsatisfactory course progress in two consecutive study periods for a course would lead to the student being reported to DIAC and cancellation of his or her visa, depending on the outcome of any appeals process.
- Arranging for students to attendance at catch up classes.

Following the implementation of an Intervention Strategy, ACVS will continue to monitor the academic progression of the student for the remainder of the study period; and review their results at the end of the study period.