

# VET Course Progress Monitoring Policy

References: SRTO1.4; 1.20b; 2.4;  
National Code 2018 Standard 8 & 9  
ASQA Course Progress Policy and Procedures for CRICOS Providers  
of VET Courses  
ESOS Act 2000

## 1.0 Purpose

This policy has been defined as a requirement to meet the ASQA Course Progress Policy and Procedures for CRICOS Providers of VET courses and under the Standard 11.2 of the National Code 2018. It will also be available and followed by all QAT (Queensland Academy of Technology) staff members involved on the VET courses training delivery and curriculum development.

- Standards for Registered Training Organisations (RTOs) 2015
- the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code).
- ASQA Course Progress Policy and Procedures for CRICOS Providers of VET courses
- ESOS Act 2000

All the vocational education and training conducted at QAT is competency-based and QAT will always ensure that students are able to understand in theory and practice the standard level of knowledge and skills required by industry in Australia.

Corresponding to the ASQA Course Progress Policy and Procedures, QAT will record, monitor and apply adequate intervention strategies for students falling below the required level of satisfactory progress. This policy applies to all international students (student visa holders) enrolled in any course offered to international students (all CRICOS registered courses).

## 2.0 Background

Monitoring Course Progress is referenced in the National Code Standards 8 and 9 and SRTO 1 and 2 from the Standards for Registered Training Organisations, and the ASQA Course Progress Policy.

**SRTO1.4.** *The RTO meets all requirements specified in the relevant training package or VET accredited course.*

**SRTO 1.20b** *ensures that trainers providing supervision monitor and are accountable for all training provision and collection of assessment evidence by the individual under their supervision.*

**SRTO 2.4.** *The RTO has sufficient strategies and resources to systematically monitor any services delivered on its behalf, and uses these to ensure that the services delivered comply with these Standards at all times.*

### **National Code Standard 8– Monitoring overseas student progress, attendance and course duration**

*Registered providers systematically monitor learners' course progress. Registered providers are proactive in notifying and counselling learners who are at risk of failing to meet course progress requirements. Under section 19 of ESOS ACT, registered providers report learners who have breached the course progress requirements.*

- 8.1 *The registered provider must monitor overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.*

- 8.2 The expected duration of study specified in the overseas student's CoE must not exceed the CRICOS registered duration.
- 8.3 The registered provider must monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.
- 8.4 The registered provider must have and implement documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.
- 8.5 The registered provider must clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

**National Code Standard 9 - Deferring, suspending or cancelling the overseas student's enrolment:** Registered providers must appropriately manage the enrolment of their overseas students and ensure all necessary information about enrolments has been provided to the relevant government department by maintaining updated information in the Provider Registration and International Student Management System (PRISMS) database.

- 9.3 .3 A registered provider may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
  - 9.3.1 misbehaviour by the student
  - 9.3.2 the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
  - 9.3.3 a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).
- 9.4 If the registered provider initiates a suspension or cancellation of the overseas student's enrolment, before imposing a suspension or cancellation the registered provider must:
  - 9.4.1 inform the overseas student of that intention and the reasons for doing so, in writing
  - 9.4.2 advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- 9.5 When there is any deferral, suspension or cancellation action taken under this standard, the registered provider must:
  - 9.5.1 inform the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa
  - 9.5.2 report the change to the overseas student's enrolment under section 19 of the ESOS Act.
- 9.6 The suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

### 3.0 Definitions

**Study Period** – QAT defines a study period as a period of 6 weeks.

**Monitoring** is the activity taken by the trainer/assessor whilst following up on student performance and progress throughout the course.

**Recording** is the activity taken by the trainer whilst recording the student's progress.

**Assessments** are the activities defined by the Program Coordinator as the methods to be used to assess student performance in all the different units and qualifications.

**Unsatisfactory progress** is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

**Intervention** is the strategy used by QAT to assist students who are falling under the minimum level of satisfactory progress as defined in this document.

**DHA** - Department of Home Affairs

## 4.0 Policy

### 4.1 Context

Monitoring the course progress of students allows the provider to identify and offer support to those at risk of not progressing or completing their studies within the expected duration of study.

After intervention and the appeals process, QAT will report students who are not making satisfactory course progress to DHA.

### 4.2 Responsibility

- QAT's CEO, through the Head of English and Program Coordinators, is responsible for the implementation of this strategy, and also ensuring that staff members and students are aware of and following this policy.
- Program Coordinators are responsible for the development of Training and Assessment Strategies for each course. The Training and Assessment Strategy of each qualification will specify the course structure, study period, delivery methods and assessment strategies.
- The trainer and/or assessor will be responsible for determining students' competency. In conjunction with admin staff, all results will be entered into a central database. This has the purpose of keeping students' results secure, as well as providing information to the Program Coordinator, who is in charge of monitoring and applying the intervention strategy when required.

## 5.0 Procedures

Please see work procedure WP001 for full details of the procedure of monitoring student course progress.

### 5.1 Contacting students

- Attempts to contact students shall be made via:
  - Email address
  - Telephone number
  - SMS
  - Face to face

All attempted communication with students must be registered and saved against the students file on TEAMS and a hard copy placed on their file.

### 5.3 Course Assessment Progress

- a) It is essential for students to attend Orientation prior to starting classes so that they understand the course structure and assessment requirements.
- b) QAT ensures that all assessments meet the requirements and outcomes specified for the nationally accredited courses within the scope of registration.

- c) The assessments will take place in class, by self-study and/or in vocational placements.
- d) The methodology may vary in regards to group sizes (individuals, pairs and small groups) and theoretical or practical activities.
- e) Students will be assessed against set criteria specified in the Training Package.
- f) Students will receive either written or verbal feedback for all assessments submitted.
- g) In cases when students do not pass, they will be allowed to re-submit the assessment two more times (three attempts in total) following the trainer's instructions.

#### 5.4 Recording Course Progress

QAT trainers and/or assessors, in conjunction with VET administration staff, will record each student's final results on the student achievement summary form. Results will also be entered into the student management system.

#### 5.5 Monitoring Course Progress

- a) A student's progress will be monitored throughout the course.
- b) All activities and assignments will be checked against the performance required.
- c) On completion of each study period, trainers and/or assessors will identify students who have not made satisfactory course progress for that study period.
- d) Students will be advised that they have not met the required course progress for the study period.
- e) The Program Coordinator will initiate any required intervention process.
- f) Following the intervention and warning process and dependent on the appeals process, QAT will notify DHA of a student's failure to progress in their course.

#### 5.6 Intervention Strategy

- a) At the end of each study period, QAT will automatically monitor each student's academic progress and identify students requiring intervention.
- b) Students will be invited to attend a meeting with the Program Coordinator to discuss their progress.
- c) The Program Coordinator will analyse and apply an intervention strategy on a case by case basis, which could include:
  - English language support for oral and written comprehension
  - Assistance with academic skills such as essay & report writing, meeting assessment requirements and research skills
  - Attending a study group
  - Counselling with a Student Service Support officer for assistance with personal issues or compelling circumstances
  - Opportunity for reassessment
  - Mentoring by the trainer and/or Program Coordinator
  - A combination of all strategies
  - Changing the course if necessary
- d) An intervention meeting will be held and a report will be written summarizing the key points and the agreement reached by both parties. This document will be kept on the student file for any required further action.

#### 5.7 Unsatisfactory Course Progress

- a) Students are required to perform at a minimum of 50% competency in each study period (i.e. have submitted and been deemed competent in 50% of delivered assessment items).
- b) Where a student fails to make satisfactory course progress in two consecutive study periods, QAT will report the student to DHA for unsatisfactory course progress.
- c) A written notification will be sent to the student informing them of QAT's intention of reporting them to DHA for unsatisfactory course progress, which, will consequently cause

- the cancellation of the course. QAT will advise the student they have 20 working days to lodge an internal appeal prior to being reported.
- d) Where a student lodges an appeal, the student will only be reported when the appeals process is completed.
  - e) For students on a packaged visa (e.g. Certificate II ⇔ Certificate III ⇔ Certificate IV), entry from one course into the next is provisional. If a student has unsatisfactory progress in one course (for which they do not receive a qualification), this will make them ineligible for entry into the subsequent courses.
  - f) Under Standard 9.3.3 of the National Code, If all QAT efforts, reporting processes and intervention strategies have failed to re-engage the student and the 20 day appeals period under Clause 5.7 c) has been completed or extinguished with a negative response by QAT, QAT will report the student for low course progress via PRISMS and in doing so cancel the enrolment of the student.  
QAT will not cancel the student's enrolment in the course unless all of the processes Under 5.7c) have been completed:
    - i. QAT has informed the student of the cancellation and the reasons for doing so, in writing
    - ii. QAT has advised the student of their right to appeal through the provider's internal complaints and appeals process, within 20 working days.
    - iii. QAT has informed the student of the need to seek advice from Immigration on the potential impact to their student visa
 In addition, QAT will ensure that the cancellation will not take effect:
    - iv. until all internal and external appeals periods and continuing process are completed,
    - v. if QAT believes that the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk

## 6.0 Forms

- Intervention meeting report template
- T009 Progress Warning Letter 1
- T010 Progress Warning Letter Final

## 7.0 References

- [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- [the National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)
- [ASQA Course Progress Policy and Procedures for CRICOS Providers of VET courses](#)
- QAT Student Handbook

## Version history

Date	Version	Author	Status	Reviewers
15.04.10	1	E Correa	Initial draft	L Arteta

22.04.10	2	E Correa	Final draft	L Arteta
26.08.10	3	E Correa	Document revision	
31.07.12	4	R Newman	Document revision	K Chow, D Creed, J Hunt, K Rose
04.12.12	5	A Black	Document revision	D Creed, K Rose, M Wang, J Hunt
13.03.13	6	H Briggs	Revised policy in accordance with National Standard and other relevant legislation	H Briggs
09.07.13	7	A Black	Added references and footer	M Wang
09.10.13	7.1	A Black	Corrected acronyms	J Hunt
10.07.18	7.2	J.Hunt	Document Revision	R.Campbell
31.7.18	7.3	J. Hunt	Revised an error regarding study periods, some references and terminology	R.Campbell