

# International Student Progress

## Procedure

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Related policies and documents:	Student Progress Policy Higher Education Student Progress Procedure Reporting of Enrolments and Variation of Enrolments of International Students Procedure

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### Purpose

To ensure that William Angliss Institute (WAI) achieves a consistency of practice for the management of unsatisfactory progress across the VET and Higher Education sectors. The procedure emphasises on early intervention and provides greater clarity and transparency of processes for staff and international students to ensure that WAI complies with provisions under the Education Services for Overseas Students (ESOS) framework (Standard 8 of the National Code).

### Procedure

#### Early Intervention

Teachers/lecturers are notified by International Coordinator (VET)/Student Support Coordinator (HE) to complete attendance/progress reports at the appropriate times as outlined. Teachers/lecturers are required to indicate whether they consider a student to be 'at risk' of not progressing. It is the responsibility of each teacher/lecturer to ensure reports are completed in a timely fashion. The Industry Placement Coordinators (VET)/Work Integrated Learning Coordinator (HE) will provide a status report at week 4 of the semester for those students participating in structured work-based learning practical placement and then provide reports for subsequent weeks as outlined below.

Reports are returned to International Coordinator (VET)/ Student Support Coordinator (HE) by the end of week 4, week 9 and week 14 for VET and week 4, week 8 and 11 for HE during the semester.

International Coordinator (VET)/ Student Support Coordinator (HE) will act on the reports by contacting the relevant student if:

- The student has not attended for two weeks within the attendance period as identified by weeks 1-4, weeks 5-8/9 & week 10-11/14, of the study period (semester); and/or
- The teacher/lecturer has identified that the student is 'at risk' of not progressing in that subject or unit. In this case the International Coordinator (VET)/ Student Support Coordinator (HE) will seek further details about the student from the teacher/lecturer.
- The student has not met the requirements of the structured work-based learning practical placement agreement. This will be in consultation with the Industry Placement Coordinator (VET)/Work Integrated Learning Coordinator (HE).

In both instances International Coordinators (VET)/ Student Support Coordinator (HE) will contact and meet with the student to provide them with assistance and support and/or to develop an early intervention strategy.

International Coordinators (VET)/ Student Support Coordinator (HE) will document all attempts to contact the student via phone or email and record in Student Management Solution (SMS) comments. The meeting will be documented and placed on the students file located with the department or uploaded into SMS Documents.

Outcomes of the meeting may result in referral to other Institute services and/or a series of actions that the student must undertake with International Coordinator (VET)/ Student Support Coordinator (HE) and/or teachers/lecturers. The details will be outlined on the “Early Intervention - Student Progress Support” form. This form provides evidence of the Institute’s obligations with respect to the student’s ‘Early Intervention Strategy’ and must be agreed to and signed by the student. The student is deemed to be “at risk”. It will be placed on the students file located with the department or uploaded into SMS Documents. Where a student has been referred to other Institute services for the purposes of fulfilling the requirements of an ‘intervention strategy’, that department (learning advisors or counselling service) will provide updated information on meetings and actions to the International Coordinator (VET)/ Student Support Coordinator (HE).

If for any reason the student cannot be contacted to attend a meeting with the International Coordinator (VET)/ Student Support Coordinator (HE), or continues to avoid the Institute’s attempts to assist with their progress and/or establishment of an intervention strategy. Within 5 working days, the International Coordinator (VET)/ Student Support Coordinator (HE) will inform the International Office and the student will be sent a formal letter to the address registered with the Institute indicating that the student has been identified as being ‘at risk’ of not progressing and must report to the International Office at the time and date specified within a further 5 working days. A copy will be placed on the students file or uploaded into SMS documents.

### Unsatisfactory Progress

At the end of each study period the relevant department will obtain a “fails” report generated from SMS to identify students who have failed a minimum of 5 units studied in that period in the VET sector or 50% of subjects in the Higher Education sector.

At the end of each study period (semester) the department ‘Student Progress Committee’ will review the “fails” report and inform the International Office of a student’s failure to meet course progress requirements. The objective will be to determine the cause of the student’s unsatisfactory progress and to develop an ‘intervention strategy’. The student will be deemed to be on “Probation”. The student will be sent notification via first progress letter.

Documentation of the intervention strategy will be completed on the “Unsatisfactory Student Progress Work Plan” and must be agreed to by the student and would be best to be in place prior to the commencement of the next period of study as it may require a number of meetings with various coordinators, teachers/lecturers and support staff. The Unsatisfactory Student Progress Work Plan will be placed on the students file located with the department or uploaded into SMS documents. Where a student has been referred to other Institute services for the purposes of fulfilling the requirements of the ‘intervention strategy’, that department (learning advisors or counselling service) will provide updated information on meetings and actions to the International Coordinator (VET)/ Student Support Coordinator (HE).

### Unsatisfactory Progress for a Second Consecutive Study Period

If after the review of the Fails Report generated at the end of each semester a student who has their enrolment classified as on “Probation” is deemed to have made an Unsatisfactory Progression for a second consecutive study period, by failing a minimum of 5 units studied in that period in the VET sector or 50% of subjects in the Higher Education sector, the Student Progress Committee will review their file.

Where a student has not fulfilled the requirements in accordance with the Unsatisfactory Student Progress Work Plan the Student Progress Committee will notify the International Office.

The International Coordinator (VET) / Student Support Coordinator (HE) will notify the student in writing, to the address registered with the Institute, of the decision of the Academic Progress Committee to either extend the student’s probation for the next semester or to send the “Student Letter Probation Expired and Appeal Notice to cancel the student’s enrolment at WAI. This letter will notify the international student that WAI intends to report the student for unsatisfactory course progress and the reasons for the intention to report to the Department of Home Affairs (DHA) The student will also be advised in the letter that they can access the Institute’s complaints and appeals

process within 20 working days from the date of the written advice. The student will direct their appeal to the Student Progress Appeals Committee. The student's enrolment will be maintained at the Institute during the appeals process and must abide by the conditions of their visa, maintain course progress and attendance as well as monitor work hours during the appeal period.

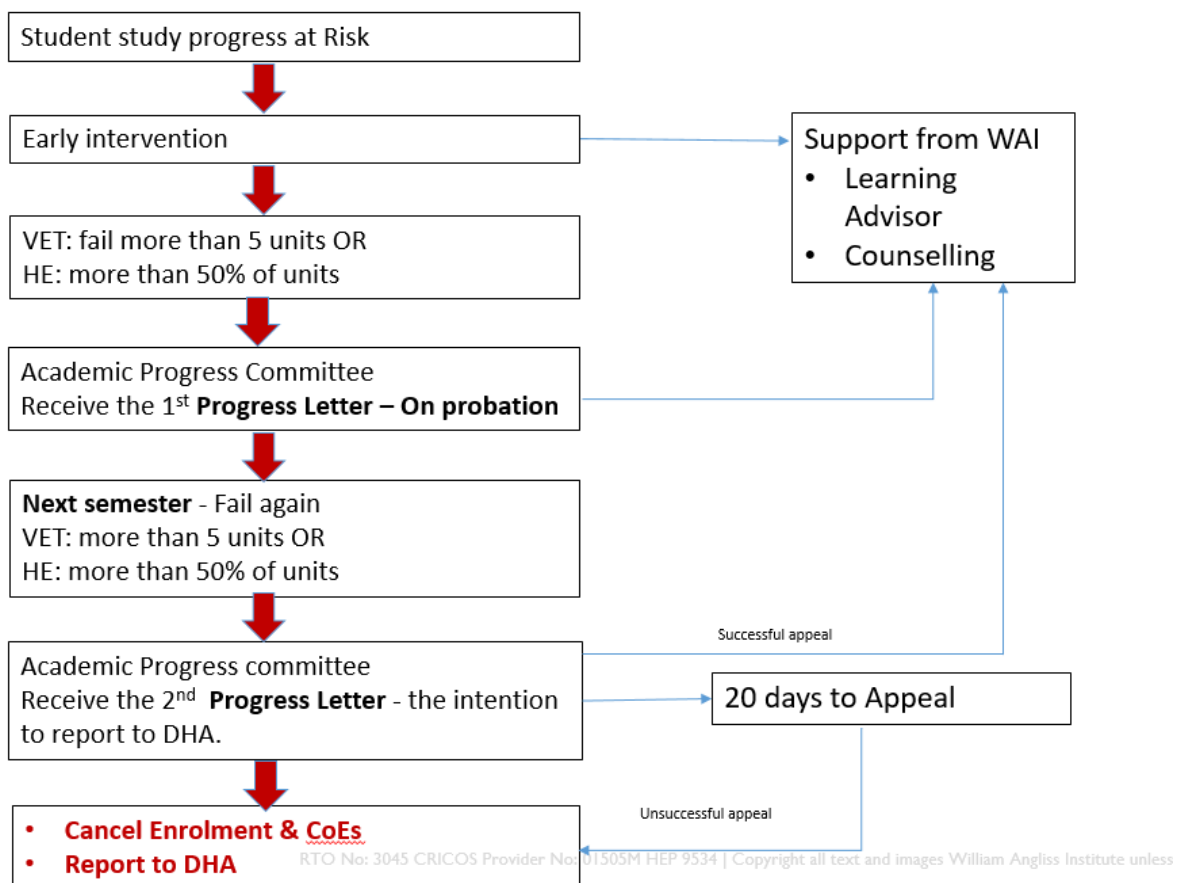
If the student appeal is successful, the Student Progress Appeals Committee will notify the International Coordinator (VET)/ Student Support Coordinator (HE) and the International Office and a second "intervention strategy" will be developed and implemented. If the student appeal is unsuccessful, the Program area will terminate the student's enrolment but the Institute has the discretion not to report the student to DHA if there are compassionate and compelling circumstances as assessed by Institute. The Institute may decide to release the student to another Provider, transfer the student to another program (from HE to VET) or the student may return to their home country.

The student is allowed to access one external complaints and appeals process if the internal appeal is deemed not successful and the International office will await the outcome of this process before reporting the student.

The Institute will only report unsatisfactory course progress in Provider Registration and International Student Management System (PRISMS) in accordance with section 19(2) of the ESOS Act if:

- the internal and external complaints processes have been completed and the decision supports the Institute, or
- the student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
- the student has chosen not to access the external complaints and appeals process, or the student withdraws from the internal or external appeals process by notifying the Institute in writing.

## Flow Chart



## Forms

- Early Intervention Notes to File
- Student Progress Committee – Record of Meeting (if required)
- First Unsatisfactory Student Progress Letter
- Unsatisfactory Student Progress – Work Plan.
- Second Unsatisfactory Student Progress Letter – Intention to report to the Department of Education
- Student Progress Committee – Record of Meeting including student appeal (if required).