

International Student Progress

Procedure

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Related policies and documents:	Student Progress Policy VET Student Progress Procedure Higher Education Student Progress Procedure Higher Education Student Progress Reporting Procedure VET Student Progress Committee Terms of Reference Reporting of Enrolments and Variation of Enrolments of International Students Procedure International Student Progress Procedure Appendix 1 Early Intervention Form Appendix 2 SPC Record of Meeting Appendix 3 First Student Progress Letter Appendix 4 Student Progress Work Plan Appendix 5 Student Letter Probation Expired and Appeal Notice Appendix 6 SPC Record of Meeting including Student Appeal

Purpose

To ensure William Angliss Institute's (WAI) process for managing academic progress for international students across both VET and Higher Education is clearly outlined. The procedure emphasises early intervention and reporting obligations to ensure compliance with the Education Services for Overseas Students (ESOS) framework, specifically Standard 8 of the National Code.

Procedure

This document should be read alongside the VET and Higher Education Student Progress Procedures.

Early Intervention Process

Identification of At-Risk Students

- **Monitoring of Attendance and Academic Progress:** Teaching employees monitor student attendance and academic progress to identify students at risk of unsatisfactory course progress. Example of indicators include:
 - **Poor Attendance:** Absence of two consecutive classes or less than 50% attendance in the first four weeks.
 - **Academic Performance:** Failure to achieve competency in two or more assessments in a study period.
- **Submission of Reports:** Teaching Teams submit progress and attendance reports to the International Coordinator (VET), or Subject Coordinator (Higher Education) as defined in the relevant procedures.
- **Work-Based Learning Placements:** For students in structured work placements, immediate intervention

will be provided by employees when a student is identified as being at risk by the Industry Placement Coordinator (VET) or Work Integrated Learning Coordinator) to support their learning.

Review and Contact

Student Meetings: Upon identifying at-risk students, the relevant Coordinator (VET) or (HE) contacts the student to schedule a support meeting, to discuss academic progress and identify approaches towards support.

Support and Strategy Development: During the meeting, the Coordinator or Academic employee will complete the International Student Early Intervention Form (Appendix 1), outlining specific actions and referrals to services such as Learning Advisors, Library employees, the Wellness and Counselling Service or the Access and Disability Service.

Documentation and Follow-Up

Documentation: All attempts to contact the student and details of intervention meetings and documents need to be saved in the Student Management System (SMS) to ensure compliance with the Education Services for Overseas Students (ESOS) Act 2000 (Clth) and provide a record of WAI's efforts to support the student.

The agreed-upon actions are detailed on the International Student Early Intervention Form (Appendix 1), signed by the student and the Coordinator, filed in the SMS and a copy provided to the International Office. This document serves as proof of compliance.

If for any reason the student cannot be contacted to attend a meeting with the VET or HE Department, or continues to avoid WAI's attempts to assist with their progress and/or establishment of an intervention strategy, the International Coordinator (VET), Academic employee (HE) or the Student Management Officer (HE) will inform the International Office to send a formal email to the email address registered with WAI 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 of the formal email will be placed on the students file or uploaded into SMS documents.

Unsatisfactory Progress

End-of-Study Period Review

- **Fails Report:** At the conclusion of each semester, coordinators generate a "fails report" identifying students who have:
 - Failed 50% or more of their subjects (HE).
 - Failed five or more units (VET).
- **SPC Review:** The Student Progress Committee (SPC), as defined in the related policy and Terms of Reference, reviews these reports to determine the cause of unsatisfactory progress and, if needed, places the student on probation. The ruling is recorded in the Student Progress Committee – Record of Meeting (Appendix 2).

Probation and Intervention Strategy

- **First Student Progress Letter (Appendix 3):** If a student is placed on probation, they receive a formal email notification detailing the reasons for their probationary status, their enrolment conditions and the support available for improvement in areas such as attendance, assignment submission, and engagement. This notice is issued by the VET and HE departments with a copy forwarded to the International Office for record-keeping. Students have 5 days from the date of the notice to accept the enrolment conditions or indicate their intent to appeal the decision. For VET, they must also attend a mandatory meeting with the International Coordinator (VET) to finalise their timetable and Student Progress Work Plan (Appendix 4).
- **Student Progress Work Plan (Appendix 4)** is a detailed intervention plan which specifies actions such as:
 - Reduced study load.

- Mandatory consultations with learning advisors, counselling, or support employees.
 - Regular check-ins with the Coordinator to review progress.
- **Monitoring:** The Student Progress Work Plan will be monitored by the relevant department to evaluate progress and determine if further action is required.

Second Consecutive Semester of Unsatisfactory Progress

Review and Notification of Probation Expired

If, after the review of the Fails Report generated at the end of each study period/semester, a student 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 conduct a formal review of the student’s file and will complete the Student Progress Committee – Record of Meeting including Student Appeal (Appendix 6).

Notification of Probation Expired

If more than five units are failed in the second consecutive semester, the Student Letter Probation Expired and Appeal Notice (Appendix 5) will be sent via a formal email registered in WAI’s Student Management System. This notice informs the student of their unsatisfactory academic progress for a second consecutive period and outlines their right to appeal. For International students, this letter will also state that maintaining satisfactory academic progress is a condition of their study visa (Condition 8202). If the student fails to maintain satisfactory academic progress and exhausts all avenues of appeal, WAI will notify the Department of Home Affairs (DHA) which may result in visa cancellation.

Appeal Process

The Student Letter Probation Expired and Appeal Notice (Appendix 5) also details the student’s right to appeal and the process for submitting an appeal, allowing the student to access WAI’s complaints and appeals process within 20 working days from the date of the written notice. Appeals are directed to the Student Progress Appeals Committee (APAC) and the Committee members will review the appeals and complete the Student Progress Committee – Record of Meeting including Student Appeal (Appendix 6). The student’s enrolment will be maintained at WAI during the appeals period. During this time, the student must continue to comply with visa conditions, including maintaining course progress, attendance and monitoring work hours.

Outcome of Appeal

If the student’s appeal is successful, the Student Progress Appeals Committee will notify the relevant WAI employee of the Program area in VET and 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. However, WAI reserves the discretion not to report the student to DHA if there are compassionate and compelling circumstances as assessed by WAI. In such cases, WAI may decide to release the student to another Provider, transfer the student to another program (from HE to VET) or the student may choose to return to their home country.

External Appeal

If there are no compassionate and compelling circumstances that support WAI’s decision not to report to DHA, the student has the right to access one external appeal after an unsuccessful internal appeal. The student must notify the International Office in writing of their intention to appeal externally within 7 days and provide evidence of filing the external appeal within 20 working days. During the external appeals process, the International Office must maintain the student’s enrolment and defer reporting the student for unsatisfactory progress until the external complaints process is complete and has supported the provider’s decision to report to DHA. The student may also choose to apply for a Leave of Absence if eligible.

If the external appeal is successful, WAI will not report the student to DHA. Following this outcome, it is the student’s decision whether to apply to continue their studies at WAI or to transfer to another Provider.

WAI 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 2000 (Clth) if:

- the internal and external complaints processes have been completed, and the decision supports WAI, 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 WAI in writing.

Flow Chart

