

POLICY AND PROCEDURE

Monitoring Course Progress		
Version 1.3	Issued on 01/07/2023	Review by 01/07/2024
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Approval and Endorsement	Principal Executive Officer khalid.h@aiit.vic.edu.au	
Refer to the following Legislative Frameworks		
Standards for Registered Training Organisations 2015	Clause 1.7, Clause 6.1 to Clause 6.6	
National Code of Practice for Providers of Education and Training to Overseas Students 2018	Standard 8	
Other	Migration Act 1958 Student Identifiers Act 2014	
Related Documents (Internal)		
Australian International Institute of Technology Education Agent Agreements Australian International Institute of Technology Pre-Enrolment Fact Sheets Australian International Institute of Technology Prospectus Australian International Institute of Technology Student Handbook Australian International Institute of Technology Student Written Agreement Australian International Institute of Technology Trainer and Assessor (Handbook Undertaking Assessment) Course Progression Warning Letters (Initial - Second - Final and Intention to Report) Form: Application Form: Deferment, Suspension, Withdrawal or Cancellation of Enrolment Form: Letter of Offer Form: Leave from Studies Policy and Procedure: Assessment Policy and Procedure: Attendance Policy and Procedure: Complaints and Appeals Policy and Procedure: Deferment, Suspension, Withdrawal or Cancellation of Enrolment Policy and Procedure: Education Agents Policy and Procedure: Reasonable Adjustment Policy and Procedure: Training and Assessment Strategies and Practices Register (Complaints and Appeals) Register (Deferment, Suspension, Withdrawal or Cancellation of Enrolment) [Leave from Studies]		
Related Documents (External)		
Table 1 - Australian Qualifications Framework volume of learning Table 1.8-1: Principles of assessment Table 1.8-2: Rules of evidence		

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1. Purpose

Australian International Institute of Technology implements the Monitoring Course Progress Policy to ensure that all International Students' academic progress and performance is monitored, and that they are given every opportunity to achieve the required academic progress for each course they are enrolled in within the duration as listed on their confirmation or enrolment.

2. Scope

This policy and procedure are applied to all Australian International Institute of Technology's to enrolled international students.

3. Definitions

CoE - The Confirmation of Enrolment (CoE) is an official document issued to international students by universities, TAFE's, and Registered Training Organizations (RTO) in Australia.

International Student - A student who is neither a permanent resident nor a citizen of a country. It is often treated as synonymous with *overseas student*. Most, but not all, international students are required to hold a student visa.

PRISMS - Provider Registration and International Student Management System

4. Introduction

To meet the requirement for satisfactory course progress, Australian International Institute of Technology international students enrolled for courses with durations of more than **one (1) year must pass a minimum of 50% of the units of competency allocated in a term** weighted by individual unit of competency contact hours. This will enable them to complete the course within the expected duration.

Course progress is monitored based on the duration of the course a student is enrolled in. Course Progression Warning letters such as *Initial Warning Letter*, *Second Warning Letter* and *Final Warning Letters* are sent to students by email. *Intention to Report (ITR)* Letters are sent to students by email and by post.

Finally, Australian International Institute of Technology will clearly outline and inform international students before they commence any course of the requirements to achieve satisfactory course progress. Australian International Institute of Technology will publicise this information on the *Corporate Website*, *Pre-Enrolment Information Fact Sheets*, *the Prospectus*, *the Student Written Agreement*, *the Student Handbook* and during the Australian International Institute of Technology *Orientation* process.

5. Warning Students of Unsatisfactory Course Progress

5.1. Initial Warning Letter

Any student whose end of term results indicate that they have not successfully completed or demonstrated competency in at least 50% of their allocated units of competency weighted by individual unit of competency contact hours will receive an *Initial Warning Letter* indicating that they are at risk of not achieving satisfactory course progress for that term.

This letter is a warning and a reminder of the student visa conditions in relation to course progress requirements. The letter also advises the student that they should contact the Academic Manager should they feel they require clarification as to the risk of them not achieving satisfactory course progress.

The Student Services Manager will also prepare a list of all the students who did not successfully complete at least 50% of their subjects during a given term. The list will be forwarded to the Academic Manager who will use this as a tool to assist them in monitoring student course progress.

5.2 Second Warning Letter

Any student who continues to not meet the minimum of 50% of all units of competency unit weighted by individual unit of competency contact hours attempted in two consecutive terms will be issued with a *Second Warning Letter* within the first **two (2) weeks** of the following term and will be placed on intervention for that term.

The notice will inform the student that unsatisfactory course progress in two (2) consecutive terms may result in the cancellation of their CoE. The letter will also notify the student that they are required to attend a meeting with their Academic Manager to establish a support program and discuss any measures that can be implemented to enable the student to achieve satisfactory course progress. The student is required to meet the Academic Manager within **ten (10) working days** of the date of the notification.

5.3 Final Warning Letter

Any student who fails to pass a minimum of 50% of all units of competency unit weighted by individual unit of competency contact hours in three (3) consecutive terms will be issued with a *Final Warning Letter* within the first **two (2) weeks** of the following term. The notice will inform the student that unsatisfactory course progress in two (2) consecutive semesters may result in the cancellation of their COE.

The letter will also notify the student that they are required to attend a meeting the Academic Manager to establish a support program and discuss any measures that can be implemented to enable the student to achieve satisfactory course progress. The student is required to contact the Academic Manager within **ten (10) working days** of the date of notification. The intervention process may include reviewing, reducing the student's workload or repeating units of competency.

The intervention measures implemented by the Academic Manager will be documented and placed in the student's file. The student will be requested to sign this document indicating their understanding of the matter with the information documented and the follow up actions to be taken.

5.4 Intention to Report (ITR)

For students who continue to fail to meet satisfactory course progress for four (4) consecutive terms they will be issued with an Intention to Report (IT) Letter.

For students who have received an Intention to Report Letter they will have their individual breach reported by Australian International Institute of Technology to the *Department of Home Affairs* via the *Provider Registration and International Student Management System (PRISMS)*. The notice will also inform the student of their right to appeal this decision.

6. Appealing an Intention to Report

The student has the right to appeal a decision made by Australian International Institute of Technology to report their unsatisfactory course progress. If the student chooses to appeal this decision, they have **twenty (20) working days** from the date indicated in the notification letter in which to access and initiate the internal appeals process.

During this time, the student must maintain their attendance and continue to work towards completing course requirements. Australian International Institute of Technology must maintain the student's enrolment until the appeals process has been completed.

If the student chooses not to make an appeal or withdraws from the appeals process, the student will be reported after the stated **twenty (20) working days** and the student will be informed of this.

Australian International Institute of Technology may not report the student if the Australian International Institute of Technology has failed to accurately record or calculate a student's academic results, has not implemented its intervention strategy or the student can provide documented evidence of *compassionate or compelling circumstances* that Australian International Institute of Technology deems acceptable.

Compassionate or compelling circumstances are defined as circumstances that are generally out of the student's control and impact upon the student's academic progress and general wellbeing. The following are examples (documentary evidence may be required):

- Serious illness or injury
- Bereavement of close family members, such as parents or grandparents
- Major political upheaval or natural disaster in the home country
- A traumatic experience such as involvement in or witnessing of a serious accident or crime

7. External Complaints and Appeals

If an International student is not satisfied with the result or conduct of the internal complaint handling and appeals process, Australian International Institute of Technology will advise the student of his or her right to access the external appeals process through the *Commonwealth Ombudsman*.

The Commonwealth Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. Students can initiate the external appeals process by telephone, in writing, by fax, or using the Commonwealth Ombudsman's online complaint form:

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>

Students can contact the Commonwealth Ombudsman via telephone, **9:00 am to 5:00 pm, Monday to Friday**. In Australia, call: **1300 362 072** (calls from mobile phones at mobile phone rates).

Outside Australia, call **+61 2 6276 0111**.

Using an interpreter, a student can make a complaint in their language. Call the *Translating and Interpreting Service (TIS)* in Australia on **131 450**.

Outside Australia call **+61 3 9268 8332**. Note the *Commonwealth Ombudsman* will pay for the interpreter.

8. Commonwealth Ombudsman External Appeal Outcome

Once an Australian International Institute of Technology International student initiates the external appeal, the Ombudsman will inform the Australian International Institute of Technology of the application. The student's enrolment will be maintained during the appeals process. If required, all documentation from the student and Australian International Institute of Technology related to the appeal will be forwarded to the Ombudsman. After examining and reviewing the appeal and documentation, Ombudsman will forward the decision to the student and Australian International Institute of Technology the College.

Should the Ombudsman support Australian International Institute of Technology's decision, Australian International Institute of Technology will act accordingly. Alternatively, if the Ombudsman's decision is in favour of the student, Australian International Institute of Technology will comply and advise the student accordingly, and, if appropriate, institute any corrective or preventative measures immediately.

If the student does not access the external appeals process after **five (5) working days** from the date indicated in the Unsuccessful Appeals Letter, Australian International Institute of Technology will follow through their decision on the student.

9. Reporting to the Department of Home Affairs

When the Australian International Institute of Technology international student is accepted to be in breach of a condition of the student visa, after an unsuccessful appeal or **twenty (20) working days** from the date indicated in the letter, the Student Services Manager will then use the *Provider Registration and International Student Management System (PRISMS)* to report particulars of the breach. The student will be notified of the report.

10. Responsibility

The Academic Manager and Student Services Manager are responsible for the effective implementation and management of this policy as well as provision of information on how to resolve complaints of breaches of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer (CEO) in person or by email to ceo@aiit.vic.edu.au.

11. References

Source	Document Title	Version - Date
External	Commonwealth Ombudsman https://www.ombudsman.gov.au/	(Accessed 01/07/2023)
	Data Provision Requirements 2012 https://www.legislation.gov.au/Details/F2013L00160	2012
	Department of Home Affairs https://www.homeaffairs.gov.au/	(Accessed 01/07/2023)
	Education Services for Overseas Students Act 2000 https://www.legislation.gov.au/Details/C2017C00263	2000
	Education Services for Overseas Students (ESOS) Regulations 2019 https://www.legislation.gov.au/Details/F2016C00681	2019
	Migration Act 1958 https://www.legislation.gov.au/Series/C1958A00062	1958
	the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)	2018
	NCVER Glossary of VET https://www.voced.edu.au/vet-knowledge-bank-glossary-vet-terms	(Accessed 01/07/2023)
	Privacy Act 1988 https://www.legislation.gov.au/Details/C2020C00025	1988
	Standards or Registered Training Organisations 2015	2015
	Student Identifiers Act 2014 https://www.legislation.gov.au/Details/F2014L01204	2014
	Users' Guide to the Standards for Registered Training Organisations 2015 https://www.asqa.gov.au/standards	2015
	Unique Student Identifier (USI) Scheme Privacy Notice https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf	(Accessed 01/07/2023)

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