

CM REF: TWD/D23/0138356



Government of Western Australia
Department of Training
and Workforce Development

INTERNATIONAL STUDENT COURSE PROGRESS POLICY

EFFECTIVE: 9 AUGUST 2023

VERSION: 4.0

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1. POLICY STATEMENT

This policy outlines the processes involved in monitoring the academic progress of international students as required under Standard 8 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code 2018) specifically:

- 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 Confirmation of Enrolment (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.

2. SCOPE

This policy applies to all onshore international students who are enrolled with one of the Western Australian TAFE colleges and NAVITAS English in a CRICOS registered program in Western Australia.

3. PRINCIPLES

N/A

4. BACKGROUND

Standard 8 of the National Code 2018 outlines compliance requirements for the monitoring of international student progress, attendance and course duration.

Specifically, this Standard specifies that the registered provider must:

- monitor the international student's course progress and attendance according to the requirements of their sector;
- identify and offer support to those at risk of not meeting course progress or attendance requirements; or
- only extend the duration of an international student's enrolment in certain circumstances and advise them of the potential impacts on their student visa.

It is not a condition of TAFE International Western Australia's (TIWA) registration to monitor VET student attendance. Therefore, the attendance of VET students is generally considered as part of an international student's overall course progression.

5. DEFINITIONS AND ACRONYMS

5.1 “At risk” students

Students are considered to be “at risk” of completing their course within the expected duration of study due to one or more of the following factors:

- level of English language proficiency insufficient to successfully achieve course requirements;
- continued non-attendance of scheduled classes;
- lack of participation in class activities;
- failure to submit assessments; or
- continued late arrival at class and/or poor behaviour.

5.2 Compassionate or compelling circumstances

These may include but are not limited to:

- serious illness or injury, where a medical certificate states that the international students was unable to attend classes;
- bereavement of close family members;
- major political upheaval or natural disaster in the home country requiring emergency travel;
- where the student is unable to access required units in a study period; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

5.3 Course requirements

To fulfil course requirements, students must successfully complete all formative and summative assessments for all scheduled classes for all units they are enrolled into in that study period.

5.4 CRICOS

Commonwealth Register of Institutions and Courses for Overseas Students.

5.5 Intervention Strategy

An individual plan to provide academic support and/or assistance to an international student identified as “at risk” of not achieving satisfactory academic progress in the current or previous study period.

5.6 PRISMS

Provider Registration and International Students Management System. The information management system used by Department of Education and the Department of Home Affairs to record international student program enrolment details.

5.7 ELICOS

English Language Intensive Courses for Overseas Students.

5.8 Satisfactory Class Attendance

Defined as attending a minimum of 80% of scheduled classes throughout the term (ELICOS students).

5.9 Satisfactory Progress

Students are required to achieve satisfactory course progress which is sufficient to

meet the requirements of the program or training package in which they are enrolled. For VET programs, the requirements for satisfactory progress for individual training products are determined by the respective TAFE colleges.

5.10 Study period

A study period is defined as one of the following:

- a term of 10 weeks duration (for courses of six months duration or less);
or
- a semester of 20 weeks duration (for courses of more than six months duration).

5.11 Unsatisfactory Progress

A student who has not successfully met the requirements of the program or training package in which they are enrolled in a study period is deemed to have made unsatisfactory progress.

6. PROCEDURES

6.1 Monitoring of course progress (VET students)

6.1.1 TAFE colleges will:

- during the designated orientation session and in the first class of each unit of study, outline course requirements for international students, including the requirement under the National Code 2018 Standard 11.2.1, that the expected duration of their course includes a minimum of 20 scheduled course contact hours per week;
- regularly monitor the academic progress of each international student against the delivery and assessment plan for each unit, and identify any students at risk of not completing a unit(s) in their enrolled program;
- review the results of international students at the end of each term (if the course is less than six months in duration) or at the end of each semester (if the course is more than six months in duration);
- identify students at risk of not completing their enrolled program; and
- provide TAFE International Western Australia (TIWA) with intervention strategies for identified “at risk” students.

6.1.2 Students are required to successfully demonstrate satisfactory progress in each unit(s) and each study period they are enrolled into. Student attendance may be considered as part of overall course progression, as students are required to:

- participate in the training as set out in the training and assessment strategy, including (where the strategy requires) participating in scheduled classes, course-related information sessions, supervised study sessions, and mandatory and supervised work-based training; and
- complete all required assessments up to any given point of time.

6.1.3 Intervention strategies will be implemented to support a student to achieve competency in the enrolled units. If a student is identified by the relevant TAFE college as not making satisfactory course progress in a second consecutive compulsory study period in a course, the student will be counselled by the TAFE college International Centre Coordinator/Manager and TIWA will be notified. Students may be assessed for a further intervention strategy and if required, a copy will be provided to TIWA.

6.1.4 Should the student be at risk of not completing within the period of their visa grant and/or not adhering to the requirements within the intervention strategy, the student will be advised in writing of the Intention to Report the student to the Department of Home Affairs for unsatisfactory progress.

6.2 Monitoring of attendance and course progress (ELICOS students)

6.2.1 The ELICOS International Centre Manager will monitor the attendance and course progress of students enrolled into an ELICOS program and ensure that:

- Students enrolled in 013025F English for Academic Purposes must pass:
 - All written coursework assignments and the Seminar assessment with at least 50%.
 - Achieve a minimum of 50% in the combined score of the mid and final examinations for Reading, Writing and Listening.
 - Achieve a minimum of 50% in the Participation assessment.
 - Students will be identified at risk of not meeting satisfactory course progress if these are not met.
- Students enrolled in 013024G General English must demonstrate progress of communicative competence in at least 3 of the following areas - speaking, listening, reading and writing after spending 10 weeks in the program. Students who are not able to demonstrate progress on this basis may continue to study in the same level beyond the first 10 week period and then have a maximum of 10 more weeks to demonstrate communicative competence at the next highest level;
- Students enrolled in 041750M IELTS Plus (Preparation for IELTS and Further Study) are required to demonstrate an improvement equivalent to half an IELTS band in at least 3 of the 4 skills sections after 10 weeks;
- Students who are not able to demonstrate progress on this basis may continue to study in the same level beyond the first 10-week period and then have a maximum of 10 more weeks to demonstrate the required improvement;
- Students enrolled in an ELICOS program are maintaining an attendance level of at least 80% during each term;
- If a student is absent from class for more than five consecutive days, that he/she submits a medical certificate; and
- Students who are more than 20 minutes late or who leave class before the scheduled finish, have this absence recorded.

6.2.2 Students with unsatisfactory attendance (less than 80% of scheduled classes) will be required to attend an interview with the ELICOS International Centre Manager. If a student's absences cannot be explained, and supported with evidence (where applicable), the ELICOS International Centre Manager will send a request for an Intention to Report the student to the Associate Director Customer Services, Quality and Compliance TIWA.

6.2.3 The Associate Director Customer Services, Quality and Compliance TIWA will review and process the ELICOS International Centre Manager's Intention to Report request.

6.2.4 An Intention to Report letter is sent to the student informing them that TIWA intends to notify the Department of Home Affairs of their unsatisfactory attendance.

6.2.5 Students have 20 working days in which to appeal this decision with TIWA. If after this period students have not lodged an appeal, have not withdrawn from the course, or have completed an appeals process resulting in the appeal being denied, TIWA will cancel the student's CoE in PRISMS within five working days of the end of the appeals period.

6.2.6 The student's enrolment must be maintained throughout the reporting process. TIWA will notify the ELICOS International Centre Manager should the cancellation of enrolment proceed.

6.3 Unjustified absences

6.3.1 If an international student is not attending scheduled classes, the college International Student Coordinator/Manager will initially:

- remind the student that it is a condition of their student visa to maintain enrolment in a full-time registered course, and attend for scheduled course contact hours; and
- remind them of scheduled class times.

6.3.2 Students with unjustified absences that is, students who have minimal attendance over a four week period and have not communicated the reason for this absence to the college, will be reported to the relevant college International Student Coordinator/Manager, who will also inform the Associate Director Customer Services, Quality and Compliance at TIWA.

6.3.3 The student will be advised in writing that they must meet with the college International Centre Manager within five working days, to discuss the implementation of an intervention strategy, failure to do so will result in the issuing of an Intention to Report by TIWA.

6.4 Managing students "at risk"

6.4.1 Colleges will identify international students considered to be "at risk" of not successfully completing their course within the expected duration of study; and task the college International Student Coordinator/Manager with the management of students at risk. Specifically, the college International Student Coordinator/Manager will:

- record the actions taken to assist the student; including the implementation of an intervention strategy;
- collate and review the assessments provided by the relevant academic portfolio/program area each term;
- notify students with unsatisfactory progress at the end of a study period;
- meet with the student to discuss support options and expectations and document the outcome of the discussion on an intervention strategy; and
- inform TIWA of the outcome of this process.

6.5 Intervention Strategies

6.5.1 An intervention strategy is an individual plan developed by the college International Student Coordinator/Manager, in consultation with the student. The intervention strategy provides details of specific assistance and/or advice given to the student to address the issues preventing the student from achieving satisfactory progress.

6.5.2 Students will be placed on an intervention strategy if they are identified as "at risk" or if they have shown unsatisfactory progress.

- 6.5.3 An intervention strategy may include the following:
- arranging extra learning support and advice in relation to study habits and time management, including class attendance and submission of assessments by due dates;
 - arranging counselling for assistance with personal issues;
 - providing opportunities for students to be reassessed or as relevant to re-enrol into units;
 - arranging to vary or reduce the enrolment load for the semester; or
 - providing advice regarding course suitability and transfer to an alternative course where appropriate.
- 6.5.4 An intervention strategy must be discussed with and agreed to by the college International Student Coordinator/Manager, the student and/or parent/legal guardian (if the student is under the age of 18).
- 6.5.5 The college International Student Coordinator/Manager will document all meetings with the student including a description of the specific intervention strategy being implemented, and a signed acknowledgement by the student and/or parent/legal guardian (if the student is under the age of 18).
- 6.5.6 The college International Student Coordinator/Manager will ensure that copies of documentation and/or electronic records are forwarded to TIWA for inclusion in the student's file in the International Admissions (IA) system.
- 6.5.7 The college International Student Coordinator/Manager will monitor the progress of the student against the agreed targets on the intervention strategy for the remainder of the study period.
- 6.5.8 Where a student's progress has been unsatisfactory for two consecutive study periods, an Intention to Report unsatisfactory course progress will be issued by TIWA.
- 6.5.9 Students who do not appeal this decision or whose appeal is not upheld, will be issued with a non-compliance notice that may result in the cancellation of the student's visa.

6.6 Appeals

- 6.6.1 International students who have received written notification of TIWA's Intention to Report them to the Department of Home Affairs, and information on how to access TIWA's internal appeals process, will have 20 working days in which to lodge their appeal.
- 6.6.2 International students may lodge an appeal on the following grounds:
- inaccurate calculation and recording of the student's results, records, events or account balance;
 - compassionate or compelling circumstances; or
 - the intervention strategy and other policies that have been made available to the student have not been implemented.
- 6.6.3 Students must submit their appeal in writing to the Associate Director Customer Services, Quality and Compliance TIWA.

- 6.6.4 If the appeal is upheld due to inaccurate calculation or record keeping, then the student will not be reported to the Department of Home Affairs, the intention to report cancelled, and their enrolment will remain current.
- 6.6.5 If the appeal is upheld for compassionate or compelling circumstances, then the student's enrolment will remain current but the student may be placed on an intervention strategy, in order to support them, for the current or next study period.
- 6.6.6 If an internal appeal is unsuccessful, the student will be issued with a non-compliance notice by TIWA within 10 working days of concluding the internal appeal. The notice will include advice that should the student wish to pursue an external review they may lodge a complaint or appeal with the Ombudsman Western Australia.
- 6.6.7 If any external complaints handling or appeal process results in a decision or recommendation in favour of the student, TIWA will take immediate action to implement the decision or recommendation and take any corrective actions required by the decision. TIWA will also advise the student of any action taken.

6.7 Reporting unsatisfactory course progress in PRISMS

- 6.7.1 TIWA will only report an international student for unsatisfactory course progress or attendance in PRISMS after:
- any internal and external complaints processes have been completed (if applicable) and the decision to cancel the student's enrolment has been upheld;
 - the international student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
 - the international student withdraws from the internal or external appeals process, by notifying TIWA in writing (if applicable).
- 6.7.2 TIWA has discretion not to report an international student for unsatisfactory course progress or attendance in PRISMS, if the student has attended at least 70% of scheduled course contact hours and:
- the student provides demonstrable evidence of compassionate or compelling circumstances (ELICOS students); or
 - the student is maintaining satisfactory course progress (VET students)

6.8 Completion within the expected duration of study

- 6.8.1 International students must maintain full time enrolment loads in each study period to ensure that the course will be completed within the expected duration of study.
- 6.8.2 International students enrolled into VET programs only, may be approved for a reduced study load in the following situations:
- as part of an intervention strategy management program; or
 - where they are unable to access required units in a study period, due to timetabling constraints.
- 6.8.3 If an international student is unable to complete their course within the expected duration of study, an extension will only be granted if:
- there are compassionate or compelling circumstances, supported with sufficient evidence;

- an intervention strategy has been, or is in the process of being, implemented; or
- an approved deferral or suspension of the student's enrolment has occurred under Standard 9 of the National Code 2018.

6.8.4 Students who are required to re-enrol into units they did not successfully complete in the previous semester will only be granted a six month extension to their enrolment in order to complete these course requirements. Students will be given two opportunities to re-enrol, however this is at the discretion of the enrolling college.

6.8.5 In the instance where an extension is provided, students will be notified to contact the Department of Home Affairs to discuss the potential impacts on their visa, including the need to obtain a new visa.

7. GUIDELINES

N/A

8. RELATED POLICIES AND OTHER RELEVANT DOCUMENTS

- *International Student Admissions and Enrolment Policy*
- *International Student Complaints and Appeals Policy*
- *International Student Code of Conduct Policy*

9. RELEVANT LEGISLATION

- *National Vocational Education and Training Regulator Act 2011*
- *Standards for Registered Training Organisations 2015*
- *Vocational Education and Training Act 1996*
- *Education Services for Overseas Students Act 2000*
- *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code)*

10. REVIEW DATE

9 August 2025

Development Date	July 2012 – previously <i>RTO Policy 5: Management of international student academic progress</i>		
Revision History			
Review Date	Reviewer Name	Review Reason	Outcome and Changes
2013	Director Academic Strategy	Continuous Improvement	Reviewed in accordance with streamlined processes
2014	Director Academic Strategy	Sectoral changes	Adjusted to reflect legislative changes, and changes to names of government departments
2014	Director Academic Strategy	Sectoral changes	Adjusted to reflect legislative changes, and changes to names of government departments
2015	Director Academic Strategy	Continuous Improvement	Updated to provide clarity in relation to definitions of satisfactory and unsatisfactory progress
2015	Director Academic Strategy	Continuous Improvement	Formatting adjusted to reflect DTWD policy template
2016	Director Academic Strategy	Sectoral changes	Adjusted to reflect the following changes: <ul style="list-style-type: none"> • rebranding of STPs to TAFE Colleges; • rebranding of Education and Training International to TAFE International Western Australia; and • changes to the Australian visa program by the Department of Immigration and Border Protection as of 1 July 2016. • Appendices added (process flowcharts)
2018	Director Academic Strategy	National Code changes and Sectoral changes	Updated to reflect the following changes: <ul style="list-style-type: none"> • amalgamation of Standards 9,10 and 11 of National Code 2007 into Standard 8 of National Code 2018; and • change in name of Department of Immigration and Border Protection to Department of Home Affairs.
2018	Director Academic Strategy	ASQA Re-Registration Audit	Adjusted as a result of findings of the ASQA audit – rewritten where indicated to include a clearer definition of the meaning of study period when the course is only six months in duration AND Added PRISMS reporting information.

2019	Director Academic Strategy	Feedback from DTWD Corporate Executive	Amended as a result of feedback received from DTWD Corporate Executive, in particular the Policy Statement section.
2021	Manager Customer Services	Continuous Improvement	Policy review.
2023	Associate Director Customer Services, Quality and Compliance	Continuous Improvement	Amended to incorporate feedback from TIWA panel auditor.

11. CONTACT INFORMATION

TAFE International Western Australia
Service Delivery Directorate

APPENDICES

Appendix 1: TAFE International Western Australia Course Progress (VET) Flowchart
Appendix 2: TAFE International Western Australia Attendance Marking Flowchart
Appendix 3: TAFE International Western Australia Intention to Report Flowchart

Appendix 1: Course Progress Process

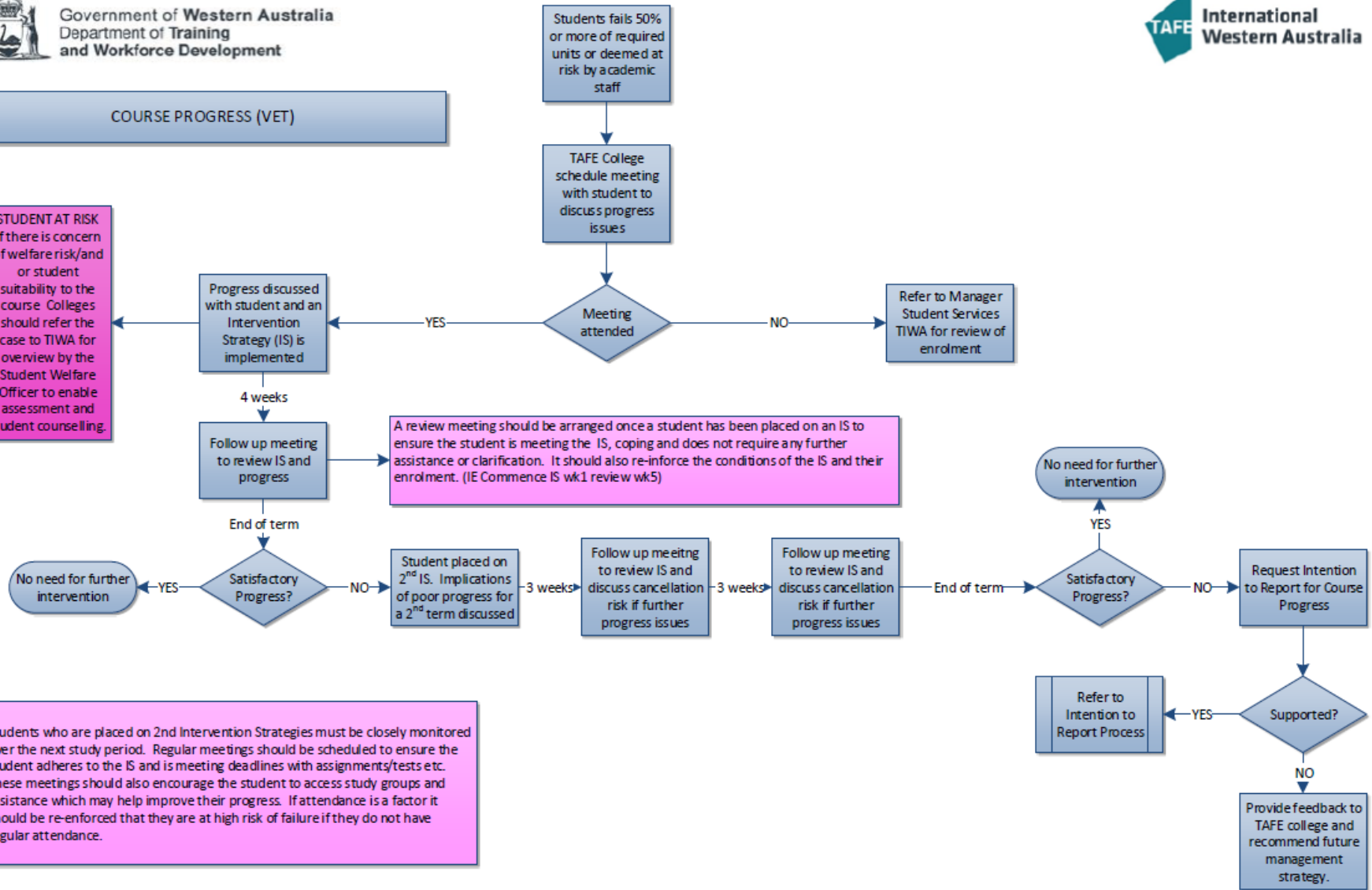


COURSE PROGRESS (VET)

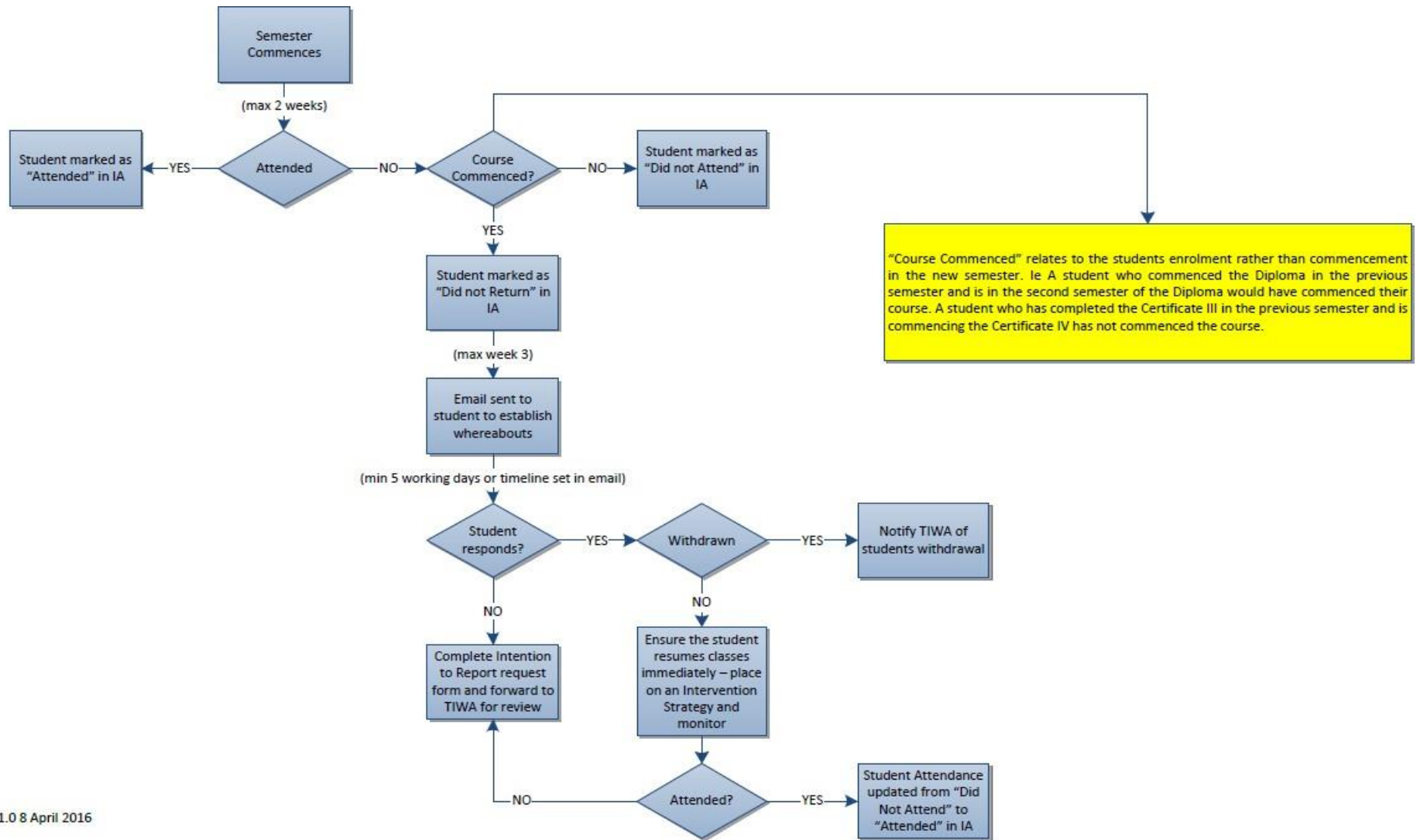
STUDENT AT RISK
If there is concern of welfare risk/and or student suitability to the course Colleges should refer the case to TIWA for overview by the Student Welfare Officer to enable assessment and student counselling.

A review meeting should be arranged once a student has been placed on an IS to ensure the student is meeting the IS, coping and does not require any further assistance or clarification. It should also re-inforce the conditions of the IS and their enrolment. (IE Commence IS wk1 review wk5)

Students who are placed on 2nd Intervention Strategies must be closely monitored over the next study period. Regular meetings should be scheduled to ensure the student adheres to the IS and is meeting deadlines with assignments/tests etc. These meetings should also encourage the student to access study groups and assistance which may help improve their progress. If attendance is a factor it should be re-enforced that they are at high risk of failure if they do not have regular attendance.



Appendix 2: TIWA Attendance Marking Process



Appendix 3: Intention to Report Process

To suspend and/or cancel a students enrolment an Intention to Report (I2R) must be issued prior to any suspension and/or cancellation being actioned. The I2R provides the student with 20 working days for appeal. Unlike course progress which requires 2 consecutive Intervention Strategies (IS) to be in place, I2R's for other breaches of the Code of Conduct can be issued once deemed appropriate by TAFE International.

APPEAL BOARD

The appeal board members will be established by TAFE International and will contain a minimum of 2 members.

Where a student is being issued an Intention to report for suspension or cancellation relating to a breach of the TAFE International Code of Conduct a determination will be made as to whether the students enrolment should be maintained during this time. Where there is a potential risk to staff and/or other students the student will be removed from classes immediately. This decision will be made by TAFE Internatoinal and the respective TAFE College.

