

SC11-Academic Progress Monitoring & Intervention Strategy Policy & Procedure

International Students

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Purpose

The purpose of this policy is to ensure that Nova has a structured process in place to track the performance of each international student throughout their course. This procedure describes how NOVA will:

- Systematically monitor, record and assess the course progression of each student for each unit of the course they are enrolled in;
- Be proactive in notifying, supporting and counselling students who are at risk of failing to meet course progression requirements.

For students, this procedure also describes the circumstances in which Nova Institute will report students who do not meet course progress requirements via PRISMS.

This procedure ensures Nova is compliant with Standard 8 of the National Code and monitors the progress of each international student to meet the VET Quality Framework requirements of ensuring that the learner inculcates sufficient skills and knowledge to meet the relevant training package requirements

Policy

NIT will monitor the progress of all overseas students throughout the duration of their studies and record and assess their progress at the end of each study period is considered to be satisfactory course progress. The study period for each course varies depending on the duration of the course at minimum to ensure they are maintaining satisfactory academic course progress, in accordance with the ESOS National Code that is in force and relevant at the time of monitoring. This policy/procedure supports 'Standard 8 – Overseas Student Visa Requirements' of the 'National Code of Practice for Providers of Education & Training to Overseas Students 2018'.

The following procedures will ensure that all students' academic performance is monitored, and students are given every opportunity to achieve the required academic progress for each course they are enrolled in. This required academic progress is identified by the number of units assessed as 'Competent' within one term – that is, a student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout a term.

A student who does not achieve this 50% competency rate for two consecutive terms shall be considered in breach of this academic progress requirement. The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages of academic non-progression

- Notified when close to falling below the required academic performance for a single term
- 1st Warning when falling below the required academic performance for single term
- 2nd Warning when close to not achieving the required academic performance for two consecutive terms

Where students have been identified as at risk of non-compliance of this requirement, all possible efforts shall be made to ensure that the student is given the opportunity to rectify their position, but where this is not possible their non-compliance of this requirement must be reported to the appropriate government agencies.

The following procedures ensure academic progress records are accurately kept and monitored for all students enrolled within each course. It allows for early detection of poor academic results and enables Nova Institute and the students an opportunity to rectify the situation before reporting the breach of the academic performance requirement to the appropriate government agencies.

All staff are to be made aware of the requirements of this policy through induction, regular meetings and updates and continuous improvement practices. Students are made aware of the academic progress requirements through enrolment processes and throughout the program.

Procedure

2.1 Recording Student Academic performance

The student's academic results shall be recorded using the Student Records Management System (aXcelerate). All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' after completion of all assessment activities relating to each unit within the qualification they are enrolled. All assessment activities shall be conducted by a qualified trainer using the NOVA's assessment tools/methods and recording processes as required.

It is the responsibility of each individual trainer to ensure that all assessment decisions are reported to Student Administration through the submission of all assessment records as each assessment is undertaken. As each assessment decision is recorded, the student file is to be submitted to Student Administration for data entry. All academic results are entered in to the Students Records Management System (AXcelerate) by Student Administration.

It is Student Administration's responsibility to ensure the Students Records Management System remains up to date and is monitored as described below.

These records are checked regularly by Student Administration for currency and accuracy.

2.2 Monitoring Student Academic Performance

Student Administration will monitor student academic performance via the student management system and report any student whose academic progress is at risk of falling below the required level, as outlined below.

Every 00 the Student Support Team will review the academic progress of all students and monitor the following points:

- **Any student falls below 60% academic progress for a single term**
 - Student Support Services Department shall issue a Notification Letter (See Appendix A) indicating to the student that they have fallen below 60% academic performance for the term to date, and failure to achieve Competency in further units undertaken within the current term may result in a risk of failing to achieve academic progress for the term. The letter shall remind the student that failing to achieve this academic progression in two consecutive terms will be deemed to be in breach of Student Visa requirements and will be reported to the appropriate government agency(s). The student is to be given the opportunity to be counselled to improve their academic progress.
 - PLEASE NOTE: Where a course has 2 or less units delivered in a term the Notification Letter will be issued when a student has failed a single unit or reaches 50%.
- **When a student's projected academic progress falls below 50% for a completed single term**
 - When a student's academic progress falls below 50% for a completed single term student support service shall issue a '1st Warning Letter' (See Appendix B). This will indicate that the student must contact Nova Institute and organise an appointment with Student Support Team to discuss their poor academic progress and strategies to ensure they stay above the 50% academic progress requirement for the following Term.
 - At this meeting the student is to be informed of their progress requirements and an individualised intervention strategy for support is to be set in place for the student - 'Individual Intervention Strategy Summary'.
- **Any student who is below 75% academic progress in their current term after falling below 50% in their previous term**
 - Student Support Services Department shall issue a '2nd Warning Letter' (See Appendix C) notifying the student that they are at risk of breaching their requirement to maintain academic progression for each term they are enrolled. They are to be informed that they have fallen below 75% academic progress in the current term after falling below the required academic progression in the previous

term. They are also to be informed that if they fall below the required academic progression in two consecutive terms, they will be reported to the appropriate government agency(s).

They are also informed that are required to organise an appointment with Student Support Services Department to discuss their poor academic progress and strategies to ensure they stay above the 50% Academic requirement for the remainder of the term.

- ***When a student's projected academic progress falls below 50% for 2 consecutive terms***
 - Student Support Services Department shall issue a 'Breach Recorded' (Appendix D) letter indicating that they have failed to be deemed Competent in more than 50% of units undertaken for two consecutive terms. The student is to be informed that as a result of their unsatisfactory course progress they are going to be reported to the Department of Home Affairs (DHA) via PRISMS for unsatisfactory academic progress in their course of study. The student must also be informed of their ability to access the complaints and appeals process to appeal this decision and have 20 business days to do so.
 - If the student does not appeal against the decision to report them or if their appeal is unsuccessful, or if they withdraw from the process, report the student via PRISMS for breach of course progress requirements with 7 working days

In all cases where the student does not respond to written communication within 5 business days, Student Support Services Department will attempt to contact the student. If contact is still not made Student Support Services Department is to follow up the student's enrolment status and take appropriate action where contact cannot be made.

All letters, records, and notes on any communications surrounding the student's academic performance shall be maintained on the student file.

2.3 Reporting Breach of Student Academic Progress

All students who fall below the 50% academic progress requirement and have been notified of this breach via no supporting reasons shall be reported via PRISMS to the appropriate government agency(s) for a breach of their Visa condition.

This process of reporting any breaches of the Academic Progress requirements is the responsibility of the Student Support Services Department (Student Support Services Department monitors and actions the academic progress records.)

Students will have 20 business days from the date the 'Breach Recorded' letter is processed to appeal the decision by accessing the Complaints and Appeals Policy and Procedure. If they do not choose to use this option then they shall be reported as indicated. It is the responsibility of the ACADEMIC MANAGER to report the student's breach within 5 business days of the student's appeal period expiring.

Where a student accesses the appeals process (by following the processes outlined in the Complaints and Appeals Policy and Procedure) and is able to provide evidence of extenuating circumstances that prevented them from maintaining academic progress, the supporting evidence must be maintained on the student's file and the projected academic records adjusted accordingly. Where a student is able to provide evidence that the academic progress records are incorrect, they will also be adjusted accordingly and action taken to prevent such errors re-occurring.

The student's projected academic progress will be adjusted and re-calculated so that it can be determined whether any further warning letters or action needs to be implemented in line with this policy and

procedure. The student shall be notified in writing of the outcome of the appeal and their revised academic progress, along with any warning letters corresponding to their academic progress rate.

Where a student's appeal is not successful, they will be notified in writing of the outcome and informed that the breach of academic progress requirements will be reported.

A copy of all letters, details of phone calls made, any reports from meetings with the student in relation to the appeal are to be maintained in the individual student file.

All records of student progress will be maintained within the student database.

APPENDIX A: Poor Academic Performance in a single term Warning Letter

POOR ACADEMIC PROGRESS NOTIFICATION LETTER

Date: (insert date)

Student Name: (insert details)

Student Number: (insert details)

Student Address: (insert details)

Dear Student,

As part of your Visa requirements you are required to achieve satisfactory academic progress in the courses enrolled. This progress is defined as achieving Competency in at least 50% of units that a student is assessed in a term.

Our records indicate that your current academic progress may be at risk of falling below the required progression for the term. ***Your current academic progress is below 60% of the total units being undertaken in the current term.***

Please be advised that as soon as your projected academic progress is recorded as unsatisfactory for two consecutive terms **Nova Institute is obliged to notify the appropriate government agency(s)** via PRISMS that you have breached your student requirements.

If you have any questions or wish to discuss strategies to ensure a satisfactory academic record is achieved, you can contact Nova Institute and arrange a meeting with Student Support Services Department to discuss how we can improve this situation.

At Nova Institute our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any academic progression issues and attempt to reach satisfactory solutions.

Yours sincerely,

Student Support

APPENDIX B: Below 50% Academic Performance 1st Warning Letter

POOR ACADEMIC PROGRESS 1st WARNING LETTER

Date: (insert date)

Student Name: (insert details)

Student Number: (insert details)

Student Address: (insert details)

Dear Student,

As part of your Visa requirements, you are required to achieve satisfactory academic progress in the courses enrolled. This progress is defined as achieving Competency in at least 50% of units that a student is assessed in a term.

Your academic progress is below 50% of assessed units for the current term.

This has resulted as you have been unable to achieve Competency in more than 50% of the units undertaken for the term.

You **must** contact Nova **Institute in person immediately** and arrange a meeting with Student Support Services Department to discuss how we can improve this situation for the next term.

Please be advised that as soon as your projected academic progress falls below 50% for two consecutive terms, Nova Institute **is obliged to notify the appropriate government agency(s)** via PRISMS that you have breached your student requirements.

At Nova Institute our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any academic progress problems and attempt to reach satisfactory solutions.

Yours sincerely,

Student Support

APPENDIX C: Below 75% Academic Performance in subsequent term 2nd Warning Letter

POOR ACADEMIC PROGRESS 2nd WARNING LETTER

Date: (insert date)

Student Name: (insert details)

Student Number: (insert details)

Student Address: (insert details)

Dear Student,

As part of your Visa requirements you are required to achieve satisfactory academic progress in the courses enrolled. This progress is defined as achieving Competency in at least 50% of units that a student is assessed in a term.

Your current academic progress is below 75% of assessed units for the current term. This combined with your unsatisfactory progress last term places you at risk of breaching this Visa requirement.

Please be advised that as soon as your projected academic progress falls below 50% for two consecutive terms, the NOVA is required to notify the appropriate government agency(s) via PRISMS that you have breached your student requirements.

You **must** contact the NOVA in person immediately and arrange a meeting with the Academic Manager to discuss how we can improve this situation promptly. Failure to make contact with the NOVA may result in your enrolment being cancelled or a breach of Academic Progress requirements being reported.

At the NOVA our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any academic problems and attempt to reach satisfactory solutions.

Yours sincerely,

Student Support

APPENDIX D: Academic Performance Breach Recorded Letter

STUDENT ACADEMIC PROGRESS BREACH RECORDED LETTER

Date: (insert date)

Student Name: (insert details)

Student Number: (insert details)

Student Address: (insert details)

Dear Student,

Subsequent to our issuing to you two (2) 'Academic Progress Warning' Letters and our attempts to counsel you through this issue, our records indicate your projected academic progress has fallen below the required 50% for two consecutive terms.

This is in Breach of your Visa conditions.

Please be advised that you are in breach of your Student Visa academic requirements and Nova Institute **is now required to notify the appropriate government agency(s)** via the PRISMS reporting system.

If you feel you have reasonable grounds for your poor academic progress in your course and wish to appeal this reporting of the breach of academic performance requirement, you **must** contact Nova Institute **in writing** within 20 business days outlining your circumstances. This process is outlined in the attached 'Complaints & Appeals Policy and Procedure' and further information on this process / decision can be gained from Academic Manager.

If no response is received within 20 business days of the date of this letter Nova Institute will proceed with the reporting process.

Please be advised that you are still required to attend Nova Institute until notified by the Department of Home Affairs (DHA)

Yours sincerely,

Student Support

In all the above cases where the students are identified as the risk students and they are contacted by the letter, e-mail or personal contact for not meeting the satisfactory course progress requirements. Student must meet to discuss an interventions strategy so that they will be given an opportunity to have a counselling session with the relevant NIT staff in order to rectify their situation by implementing the following steps

- **Step 1**
Complete the student Individual Intervention Strategy Summary on appendix F
- **Step 2**
Review the Individual Strategy Summary with the student
- **Step 3**
Finalise the Individual Strategy Summary with the student's signature and attached any evidence that the student has provided to Nova
- **Step 4**
Provide a copy to the student and their Trainer
- **Step 5**
Upload a copy of the Individual Intervention Summary to their student file and make a note in the student management system to follow up the student in 3 months to ensure the intervention strategy is being adhered to by the student

Individual Intervention Strategy Summary

The following form is to be used to document the individual intervention strategy to be implemented to ensure the student is able to meet all course requirements and successfully complete the course. The information is to be discussed with the student directly and they are required to sign the form to indicate agreement to the intervention strategies.

Student Name: _____

Student ID: _____

Course: _____

CoE Start Date: _____

CoE End Date: _____

Intervention Details	
<p>Identify the reason that this individual intervention strategy is being implemented?</p>	<p> <input type="checkbox"/> Student is at risk of breaching Academic Progress requirements <input type="checkbox"/> Student is at risk of breaching Attendance requirements <input type="checkbox"/> Student is identified as unable to complete course within expected duration <input type="checkbox"/> Other <i>Please identify:</i> </p> <p>Briefly describe the reason for the intervention strategy and how this was identified:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>Identify the action to be taken as part of this Intervention Strategy.</p>	<p> <input type="checkbox"/> Extra tuition and support to be organised <input type="checkbox"/> Timetable adjustments <input type="checkbox"/> Student Welfare, mental health. <input type="checkbox"/> Medical <input type="checkbox"/> Personal strategies to improve the students ability to complete the course requirements <input type="checkbox"/> Change of course <input type="checkbox"/> Amended study plan <input type="checkbox"/> Variation of student enrolment load <input type="checkbox"/> Other <i>Please identify:</i> </p> <p>Briefly describe the proposed action:</p> <p>_____</p> <p>_____</p>

	<hr/> <hr/> <hr/> <hr/>
<p>Explain how the implementation of the intervention strategy will be monitored?</p>	<p>Provide a description of monitoring processes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>When is this intervention strategy to be reviewed?</p>	<p>Indicate at what point the intervention strategy is to be reviewed:</p> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>Does this Intervention Strategy effect the student's completion date as indicated on their CoE?</p>	<p> <input type="checkbox"/> No <input type="checkbox"/> Yes </p> <p>If 'Yes' indicate the new completion date:</p> <p>CoE Completion Date: _____</p>

Nova Institute Signature

Name: _____

Signature: _____

Date: _____

Student Signature

I hereby acknowledge the above Intervention Strategy has been discussed and is being implemented as a result of myself being identified as at risk of not meeting my course requirements. I agree with the proposed intervention strategy above and understand that my enrolment may be cancelled if I am not able meet all course requirements.

Student Name: _____

Student Signature: _____

Date: _____

Monitoring Activities

The following table is to be used to document any monitoring or adjustments to the student’s individual intervention strategy. This is to occur in line with the monitoring activities listed above. Both the Academic Manager and Student are required to sign each monitoring entry.

Date	Monitoring Activity	Any further action or revisions to Intervention Plan	Academic Manager Signature	Student Signature

Document Control

Document No. & Name:	SC11 Monitoring International Student Academic Progress V7.1)
Quality Area:	SC Students & Clients
Status:	Draft
Approved By:	
Approval Date:	
Review Date:	
Standards SRTOs:	Standard 8.5
Standards (National Code)	Standard 8