Purpose

The purpose of this policy is to ensure TAFE Queensland East Coast meets the current legislative requirements specific to registered providers who deliver education and training services to overseas students in line with the regulatory framework, Standard 10 of the National Code 2007.

Scope

This policy documents how TAFE Queensland East Cost will systematically monitor international student’s visa conditions in relation to their course progress.

Policy

Course Progress

To enable intervention to be initiated the Region shall monitor, record, and assess the progress of all overseas students for each unit of the course the student is currently enrolled. Progress is to be assessed throughout the study period/semester via the required assessment tasks. If at any time during the term the teacher identifies the student as being at risk he/she must immediately notify their Educational Manager and International Support Officer (ISO) to request an Intervention Strategy. Progress will be formally assessed at the end of each term to identify the student’s progress or lack thereof. Throughout the term and at the end of the semester, the teacher will also assess whether the student is on track to complete their studies within the expected duration as specified in the student’s Confirmation of Enrolment.

If a student’s progress is deemed unsatisfactory throughout the course or at the end of the semester an Intervention Strategy must be initiated.

Intervention Strategy

The Intervention Strategy is for students whose progress is deemed unsatisfactory or who are at risk or are not competent in 100% of the units in a semester. It is to be initiated by the teacher who will forward the student’s progress to the Educational Manager. The Educational Manager /delegate will then liaise with the Teacher, overseas student, and ISO to determine the Intervention Strategy to assist the student to satisfactorily complete necessary competencies. Students may be accompanied by a support person at this face-to-face meeting. The Intervention Strategy may include:

- attending academic skills programmes;
- attending tutorial or study groups;
- receiving individual case management;
- attending study clubs;
- counselling or support meetings with TAFE Queensland Counsellor;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- being placed in a suitable alternative subject within a course or a suitable alternative course;
- advising of opportunities for the student to be reassessed for task in units or subjects they had previously failed or demonstrate the necessary competency in areas in which they had not been able to previously; or
- a combination of the above and a reduction in course load
  - If course load is reduced the student may need to ‘catch up’ by studying subjects in a non-compulsory study period or by overloading in some compulsory study periods to compensate for those periods in which the course load was reduced in order to complete the course within the duration of study
  - If the student is unable to catch up after a reduction in course load the Region may extend the duration of study

The Intervention Strategy must be explained and the student must indicate whether they agree or disagree to abide by the terms. The Educational Manager /delegate, teacher, and ISO will consider compassionate or compelling circumstances in creating the Intervention Strategy.

When the Intervention Strategy is signed by all participants; the student is to be made aware that unsatisfactory progress in two consecutive semesters for a course may lead to the student being reported
to the Department of Immigration and Border Protection (DIBP) for unsatisfactory academic progress, which may lead to cancellation of his/her visa, depending on the outcome of any appeals and the decision made by DIBP. Individual circumstances of a student will be taken into account when DIBP are considering a breach of visa conditions. Refer to: http://www.immi.gov.au/students/students/cessation-auto-mandatory-sv-cancellations.htm

A record of all intervention measures implemented and all relevant documentation will be kept in the student’s file.

All participants must sign the Intervention Strategy and the document should be placed in the student’s file in the ISU.

If the student is identified as making unsatisfactory progress before the end of the semester, the Intervention Strategy will be implemented as early as practicable. If the student is deemed as making unsatisfactory progress at the end of the semester the Intervention Strategy is required to be commenced within the first two weeks of the following semester.

Educational staff will continue to monitor the academic progression of the student following an Intervention Strategy.

Second Consecutive Unsatisfactory Academic Performance

If a student is identified as not making satisfactory academic progress in a second consecutive study period/semester, the student must be notified of the intention to report the student to DIBP for unsatisfactory progress via a Letter of Intention to Report.

Note: The reporting process will only be initiated for a student not making satisfactory academic progress after an Intervention Strategy has been implemented and the student has been allowed time for the intervention to run its course.

If a student is identified for a second, but not consecutive, semester as not making satisfactory academic progress, the student will not be reported.

The Letter of Intention to Report must advise the student that he/she has 20 working days to access (not complete) the appeals process.

Immediately following the 20 working days where the student has not submitted a request to appeal or after the appeals process is completed and the original decision stands, the ISU will report the student to DIBP via PRISMS with the approval of the General Manager.

The ISU will report the student within 5 working days of finalising the decision to report and with the approval of the General Manager.

Appeals

A student may appeal the Region’s decision to report on the following grounds:

• The Region’s failure to record or calculate a student’s assessments accurately;
• Compassionate or compelling circumstances; and/or
• An Intervention Strategy was not implemented according to this policy and procedure.

If the appeal shows that there was an error in calculation, and the student actually made satisfactory academic progress, the student will not be reported.

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the Intervention Strategy, and the Region will not report the student to DIBP.

Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student’s capability and/or ability to progress through a course. These could include:

• Serious illness or injury, where a medical certificate states that the student was unable to attend class
• Bereavement of close family members such as parents, siblings or grandparents (where possible a death certificate should be provided)
• Major political upheaval or natural disaster in the home country requiring their emergency travel and
this has impacted their studies

- A traumatic experience which could include but is not limited to:
  - Involvement in or witnessing of a serious accident
  - A serious crime committed against the student
  - The student has been a witness to a serious crime

These cases should be supported by police, qualified TAFE Queensland counsellor or psychologists’ reports and copies of these documents should be kept in the student's file. The General Manager may consult the ISO when considering compassionate or compelling circumstances.

**Procedure**

### Standard 10 – Monitoring course progress

| **Teacher** | 1. Teacher reviews the progress of overseas students enrolled in a course each semester  
(a) During the semester – by reviewing assessment tasks  
(b) At the end of the semester – by reviewing final results and completing the Overseas Student Academic Progress Report Form.  
2. Where an overseas student has satisfactory progress no further action is required  
3. If an overseas student is deemed as making unsatisfactory progress this information is forwarded to the Educational Manager /delegate and ISO |
| --- | --- |

| **Educational Manager, Teacher, Overseas Student, ISO** | 1. Where the student has been deemed as not making satisfactory progress (or ‘at risk’) during the study period/semester the Intervention Strategy should be implemented as soon as practicable  
2. Where the student has been deemed as not making satisfactory progress (or ‘at risk’) at the end of the semester, the Intervention Strategy must be implemented within the first two weeks of the following term  
3. The Educational Manager /delegate or ISO will facilitate a meeting with all participants to discuss an Intervention Strategy to assist the student in successfully completing the course  
4. The Intervention Strategy is finalised and all participants must sign and indicate whether they agree to abide by the terms of the Intervention Strategy  
5. Students must also be advised that if he/she does not achieve satisfactory academic progression in two consecutive semesters/study periods they will be reported to DIBP  
6. The original completed and signed Intervention Strategy is given to the student and a copy is kept on the student’s file in the IU |
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| **ISO** | The policy and procedure needs to have added when you send out your warning letters and how many warning letters are sent. Records need to be kept on file of warning letters etc. If there is a risk the student will not complete on time, a meeting between the teacher and the student to develop effective completion strategies is scheduled. |

| **Teacher** | Continues to monitor students assessment task and reports any concerns to the Educational Manager /delegate and ISO. |

| **ISO and General Manager** | If the student is identified as not achieving satisfactory academic progression in a second consecutive semester, the student is to be given written notification of the Region’s intent to report him/her to DIBP via the Letter of Intention to Report - Academic  
Note: The student must not be reported without approval from the General Manager and until the appeal timeframe of 20 working days has lapsed and an appeal outcome has been reached |

| **ISO** | If the student has chosen not to access the complaints and appeals process within the 20 working day period, or withdraws from the process, or the appeals process is finalised and the student is deemed to have failed to meet satisfactory academic progress  
1. The student is to be reported to DIBP via PRISMS within 5 working days  
2. The student is advised in writing that they have been reported to DIBP.  
3. Relevant educational team are notified of student’s termination of enrolment  
4. The student is advised in writing that they have been reported to DIBP.  
5. When the student visa is cancelled commence the Student Enrolment Termination process |

| **Overseas Student** | The overseas student must present to DIBP within 28 working days to explain the breach or their student visa |
Intervention Strategy


References


- *Education Services for Overseas students Act 2000*
- *Education Services for Overseas Students Regulations 2001*
- *Education Services for Overseas Students (Registration Charges) Act 1997*
- *Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012*

Other

- *The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007*

Glossary

<table>
<thead>
<tr>
<th>Terms</th>
<th>Definitions</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESOS</td>
<td>- Education for Overseas Students</td>
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<tr>
<td>DIBP</td>
<td>- Department of Immigration and Border Protection</td>
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</tbody>
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Authorisation

This policy has been approved by the TAFE Queensland East Coast General Manager or delegate. This policy’s effective date is the same as the date of approval. This policy supersedes any previous versions.

| Approved by | Carolyn Jalal | Date | 26/09/2014 |