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## ACADEMIC PROGRESS POLICY AND PROCEDURE

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| <b>POLICY TITLE:</b>   | ACADEMIC PROGRESS POLICY AND PROCEDURE           |
| <b>POLICY NUMBER:</b>  | WIP0910 - 015                                    |
| <b>POLICY DATE:</b>    | 1 JULY 2016                                      |
| <b>RENEWAL:</b>        | 11 AUGUST 2016                                   |
| <b>RESPONSIBILITY:</b> | MANAGER, STUDENT ADMINISTRATION SERVICES (“MSA”) |

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### The National Code 2007

- Under Standard 11.2 of the National Code 2007, a provider who implements the Department of Education Course Progress Policy and Procedures for its vocational education and training (VET) courses is **not** required for ESOS purposes to monitor attendance for those courses.
- WAIFS implements the Department of Education Course Progress Policy and Procedures (through this policy and procedure document). The Manager, Student Administration Services is responsible for ensuring that this choice is selected in PRISMS and remains selected.

### Policy

- WAIFS monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled at WAIFS.
- Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that *study period*, where a *study period at WAIFS is defined as one semester*.
- After the completion of each unit/module of a course, trainers enter the assessment outcomes of each student into both the student progress spread sheets (available on the training and assessment drive) and into the WISENET database. *It is critical that trainers keep this information up to date and is a requirement of the ESOS Act changes which came into effect on 1 July 2012.*
- Trainers will review a student’s progress in accordance with the following WAIFS’ requirements:
  - (i) If there are students who they consider are “at risk” of not making satisfactory course progress due poor/erratic course or work-based training attendance (see additional explanatory notes following)
  - (ii) Half-way through a course
  - (iii) At the end of a course (“Study period”)

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Examples of how a trainer may assess that there is a risk of a student not making satisfactory course progress before a formal review of course progress are:

- (i) *Erratic course attendance.* Although WAIFS is not required to monitor student attendance under Standard 11 of the National Code, all trainers mark attendance in classes at the beginning of each class in the morning and after lunch. A report on weekly attendance by students is prepared and presented to WAIFS trainers.

If a student is continually absent (or is absent regularly and makes infrequent attendance at classes) and the trainer becomes aware of this (as an indicator/precursor to poor performance or inability to meet assessment requirements), the trainer can inform the Head of Training and the commencement of an appropriate intervention strategy can be considered;

- (ii) *Work-based training* – poor attendance or negative feedback on progress from the host employer’s appointed supervisor. Host employers are also requested to record daily attendance of WAIFS students. Trainers should review the attendance records for WAIFS students on work-based training at each scheduled visit to the host employer, as well as discussing progress and assessment of the specific student. Poor/irregular attendance may highlight that the student is at risk of not being able to be assessed as competent in specific course requirements which need to be performed on several occasions to illustrate competence.

**Note:** *If a WAIFS’ trainer identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, the intervention strategy should be implemented in advance of the review at the end of the study period.*

Trainers may use the course progress Spreadsheet or a WISENET-produced report for the purpose of this review as both contain the same information.

- The trainer will review the spread sheet/report and, if there are students who are identified as making poor course progress:
  - (i) The trainer will request that the Manager, Student Administration Services (MSA), (or suitable alternative) arrange an intervention strategy meeting for the trainer with the student. (The trainer requests this using the “Student Academic Progress Report” form which is available on the training drive under X:/Training and Assessment/Intervention Strategy/Forms and by either giving the form/emailing/faxing the form to the Manager, Student Administration Services (or suitable alternative). The form has a specific area where the date for the proposed intervention meeting can be inserted by the trainer. *Note that the intervention meeting date should be at least 5 working days from the date of the request sent to the Manager, Student Administration Services (or suitable alternative);*

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- The Manager, Student Administration Services will then contact the student (an email is adequate for this purpose) requesting that the student attend an intervention meeting with their trainer and stating the date, time and location of the meeting. This information is sent to the student in the form of a *Monitoring Course Progress and Mandatory Intervention Strategy letter – format available in Monitoring Course Progress and Mandatory Intervention Strategy Policy*.
- For an end of study period review, the intervention strategy MUST be implemented by the end of week four (4) following the end of the previous study period.
- Trainers are responsible for monitoring progress of student's on intervention strategies in accordance with WAIFS' policy on Mandatory Intervention Strategies. Where a trainer reviews a student and considers them to have not made satisfactory progress on a **second, consecutive occasion**, the trainer emails the Manager, Student Administration Services (or suitable alternative) an updated Student Academic Progress Report which requests that a Notice of Intention to Report to DIBP be raised:

| REASON GIVEN FOR REPORT                                |                                                                                                                 | Yes | No |
|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-----|----|
| Student requires assistance to progress satisfactorily | Intervention to be put in place<br><i>Refer to Intervention Strategy Guidelines</i>                             |     |    |
| Student is at risk of not meeting academic progress    | Intervention to be put in place<br><i>Refer to Intervention Strategy Guidelines</i>                             |     |    |
| Student has not met academic progress requirements     | Admin will generate a Letter of Intention to report to DIAC<br><i>Refer to Intervention Strategy Guidelines</i> | X   |    |

- The MSA (or CEO) contacts all students who have been assessed as not making satisfactory course progress in a second consecutive study period, warning the student of WAIFS' intention to report the student to the Secretary of the Department of Education ("DOE") for unsatisfactory progress. This action automatically alerts DIBP.
- The written warning (of intention to report the student for unsatisfactory progress) must inform the student that he or she is able to access WAIFS' complaints and appeals process under Standard 8 and that the student has 20 working days in which to do so. (see Appendix A).  
A student may appeal on the following grounds:
  - WAIFS' failure to record or calculate a student's marks accurately,
  - Compassionate or compelling circumstances, or
  - WAIFS has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

- If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), WAIFS does not report the student, and there is no requirement for intervention.

- ii. 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 WAIFS' intervention strategy, and WAIFS does not report the student.
- Where:
    - i. The student has chosen not to access the complaints and appeals processes within the 20 working day period. (The MSA must ensure that the FULL 20 working days has elapsed)
    - ii. The student withdraws from the process, or
    - iii. The process is completed and results in a decision supporting WAIFS (ie. the student's appeal was unsuccessful)

WAIFS must notify the Secretary of the Department of Education through PRISMS as soon as is practicable of the student not achieving satisfactory course progress. (This is the responsibility of the MSA or CEO and should be completed within 5 working days.)

**Further useful information sources:**

- i. Further information about the Provider Registration and International Students Management System can be found on the [PRISMS website](#).
- ii. [https://prisms.education.gov.au/Information/ShowInformation.aspx?Doc=Provider\\_User\\_Guide&key=information-provider-user-guide&Heading=](https://prisms.education.gov.au/Information/ShowInformation.aspx?Doc=Provider_User_Guide&key=information-provider-user-guide&Heading=) for PRISMS users intending to vary a student's course details.
- iii. <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD10.aspx>

**Records**

Copies of all correspondence to and from the student will be maintained in the student's file (electronic or hard copy file).

**Policy Dissemination**

This policy (along with information on the Mandatory Intervention Strategy) is made available to all students on the WAIFS' website and WAIFS' student portal.

This policy (along with information on the Mandatory Intervention Strategy) is made available to all staff through induction training and through availability on the WAIFS shared drive and intranet. When changes to policy are made, appropriate staff are informed.

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## Pro-forma letter of intention to report to DIBP

[Date]  
[Student name]  
[Address line 1]  
[Address line 2]  
[Address line 3]

*Re: Warning of West Australian Institute of Further Studies (“WAIFS”) intention to report for unsatisfactory progress*

Dear [Student’s name]

At enrolment you were informed of the student visa condition relating to course progress. You were also informed that WAIFS uses the Department of Education Course Progress Policy and Procedures for CRICOS Providers of VET Courses and that the WAIFS internal policy and procedures relating to this is entitled “Academic Progress Policy and Procedure”.

Under the Academic Progress Policy and Procedure, a student has made unsatisfactory progress if the student has not successfully completed or demonstrated competency in at least 50% of the course requirements in a study period, where a study period is defined as a semester.

You were first identified as [making unsatisfactory progress/ at risk of making unsatisfactory progress] on [date of identification] and WAIFS implemented our intervention strategy shortly thereafter.

At this point WAIFS advised you that unsatisfactory course progress in two consecutive study periods for a course could lead to you being reported to the Department of Immigration and Border Protection (DIBP) and could result in the cancellation of your student visa (this does not automatically happen).

To assist you to meet course progress requirements, WAIFS also

[list actions undertaken as part of intervention strategy ]

You have now been assessed as making unsatisfactory progress in a second consecutive compulsory study period.

In accordance with WAIFS’ Academic Progress Policy and Procedure, I must now inform you of WAIFS’ intention to report you to the Secretary of the Department of Education through

PRISMS for unsatisfactory progress in two consecutive study periods. This action automatically alerts DIBP.

If you think there are reasons why you should not be reported, you may appeal against WAIFS’ decision.

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You may appeal if you believe one or more of the following have happened:

- WAIFS has not recorded or calculated your marks correctly
- There are compassionate or compelling reasons which have contributed to your unsatisfactory progress
- WAIFS has not implemented our intervention strategy in accordance with our documented policies and procedures
- WAIFS has not implemented other relevant policies which may impact upon your results
- WAIFS has not made relevant policies available to you

The procedure for making an appeal is available in the “Complaints and Appeals Policy and Procedure” on the WAIFS website at [www.waifs.wa.edu.au/policies](http://www.waifs.wa.edu.au/policies) or can be obtained from the Manager, Student Administration.

You have 20 working days commencing on [insert date] to make your appeal.

If you wish to discuss this matter further, please contact me to make an appointment to see me by email to: [admin@waifs.wa.edu.au](mailto:admin@waifs.wa.edu.au) or by telephone: (08) 6200 6200.

You can bring a friend with you if you wish.

Yours sincerely,  
 Manager, Student Administration Services

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