



## COURSE PROGRESS, MANDATORY INTERVENTION AND COMPLETION WITHIN EXPECTED DURATION POLICY AND PROCEDURE

**POLICY NUMBER:** NC23-PP007  
**RESPONSIBILITY:** Team Leader - Training

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#### 1. Scope

This policy applies to all current and future overseas students of WAIFS who are enrolled at WAIFS while this policy and procedure is in effect. Students should refer to other policies and procedures of WAIFS as applicable and appropriate.

#### 2. Basic premise

2.1 WAIFS monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled at WAIFS.

2.2 A VET study period at WAIFS is defined as one semester. i.e. 6 months or 26 weeks. The study period includes course study and holiday weeks as included in the registered duration of the course on CRICOS. In order to be issued with a Notice of Intention to Report for Poor Course Progress, a student must be assessed as having poor course progress in 2 consecutive study periods.

2.4 Unsatisfactory course progress in ELICOS courses is defined as not successfully achieving an overall grade of at least 50 %. This will be measured as per the ELICOS Formative, Summative Feedback Procedure.



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### 3. Entering student outcomes into the student management database (currently AXCELERATE)

- 3.1 For students who only work on assessments in CANVAS, trainers can see course progress en masse for all students in the SMS – Canvas updates it automatically.
- 3.2 For students who work on assessments in CANVAS and a hybrid e.g. they have a work-based training component of their course, WAIFS' trainers can generate a report from Axcelerate showing all students with a Theory Satisfactory (TS) outcome only – this then creates an easy visual for trainers to see the progress status of all students in their course.
- 3.3 When a student has completed all assessments for a unit of competency:
  - (i) For units assessed in CANVAS, CANVAS will automatically update the result and end date in the student management system (SMS);
  - (ii) For units not assessed in CANVAS results must be updated by the assessor no later than 14 calendar days after the end date of a unit/module based on WAIFS' accepted timetables for unit delivery for each calendar year. If an assessment is submitted late by a student (with permission from their trainer/assessor) the 14 days commences from the first working day after receipt.  
**Note:** timetables are entered into the SMS for each course based on ACTUAL dates of delivery. These are the "accepted timetables for unit delivery".
- 3.4 It is **critical** that trainers keep the information in the SMS up to date as this is the main control used by WAIFS to identify when a student is at risk of not meeting course progress requirements. **No trainer at WAIFS can use any other system to monitor course progress.**
- 3.5 The Training Team Leaders are equally responsible for ensuring that these procedures are being followed.
- 3.6 *Trainers are to be aware that non-completion of the student management database in the required timeframes may be considered grounds for disciplinary action for the trainer/s as considered necessary by Senior Management.*

### 4. Emailing feedback to students through the student management system (SMS)

Trainers must ensure students are given adequate, prompt feedback about both their individual assessments and unit/module outcomes, including (but not limited to):

#### **WAIFS' trainers email students:**

- (i) The outcome of their individual assessments as soon as practicable after marking is completed (and no more than 14 calendar days later). Once a unit is marked as competent/not competent in the SMS, the SMS automatically emails the student the outcome of their unit/units. A student may then contact their trainer for a meeting to discuss what was not adequately completed in their assessment/s.
- (ii) Trainers should make time for such meetings as this additional student support can assist greatly in future performance and also helps with a feeling of support and belonging with the college.
- (iii) Trainers may choose to give more detailed feedback to a student on their assessment/s rather than the automated competent/not competent email that is sent as standard from the SMS. Feedback on the student assessment/s should be in plain English and in sufficient detail for the student to understand and follow. A trainer shall NOT give a student the answer or marking guide.

All correspondence should be sent through the SMS as a text message or email:

- Email – Choose the HTML option as this automatically adds WAIFS' logo, CRICOS and RTO numbers
- Text – you need to type the following at the bottom of each text:

West Australian Institute of Further Studies Pty Ltd

RTO: 52128 CRICOS: 03188C

[www.waifs.wa.edu.au](http://www.waifs.wa.edu.au)

- Feedback will generally contain a mixture of positive and negative feedback where an assessment is submitted – although this will not always be the case.



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- 4.1 Trainers support their students to learn – this is achieved through giving them techniques to research, critically analyse and present information for assessment, as opposed to providing answer pro-formas (such behaviour from any WAIFS staff member/s would be subject to disciplinary procedures).
- 4.2 Why ongoing feedback is so important:  
WAIFS is required to give students adequate, relevant, appropriate, timely feedback about their assessments and course progress. Trainers and Team Leaders - Training must ensure this is achieved at all times.
- 4.3 WAIFS reviews progress formally to see if a support meeting is required each month. Reports are sent to Team Leaders and relevant trainers directly from the SMS for all students with low attendance and/or poor unit outcomes. These reports are reviewed in the first study period and support meetings arranged and plans for improvement put in place. Where a student is invited to a support meeting (using email and/or text) – if the student does not attend, the trainer emails the support plan to the student through the SMS. If it is the second consecutive study period a student will be invited to an intervention strategy meeting and requested to bring supporting, verifiable 3<sup>rd</sup> party evidence supporting their ongoing poor progress.
- 4.4 Trainers can implement a support meeting at any time at their own discretion based on their knowledge of their students – especially if there is one or more of:
- Personal circumstances the trainer is aware of affecting performance
  - Very low attendance
  - Arriving late/leaving early
  - Not interacting/being tired in class
  - Not submitting assessments
  - Plagiarising assessments
- 4.5 Feedback enables students to continue improving with the aim of continuously meeting the requirements of industry in all areas, including knowledge, skills and presentation and their application in the “real world”.
- 4.5 The feedback a student receives on an ongoing basis is very important. The email from trainers should encourage students to approach their trainer for support/to request a support meeting and raise course-related and/or personal concerns (well before formal, mandatory intervention is commenced by WAIFS, thus aiming to ensure that issues are addressed well before the end of a student’s course).

## 5. Review of Course Progress (at any other time)

5.1 The National Code 2018, Standard 8 states:

The registered provider must not extend the duration of the overseas student’s enrolment if the overseas student is unable to complete the course within the expected duration, unless:

- There are compassionate or compelling circumstances, as assessed by the registered provider **on the basis of demonstrable evidence.**

5.2 WAIFS has a formal review process as required by the National Code, 2018 Standard 8. During the formal process, if a trainer becomes aware of a compassionate or compelling reason why a student will need a course extension, this can be addressed at this stage.

5.3 If a WAIFS staff member (any staff member) becomes aware of a compelling or compassionate issue in relation to a student, the staff member should inform the Team Leader – Admissions. Team Leader - Marketing (or appropriate alternative). the Team Leader – Admissions. Team Leader - Marketing (or appropriate alternative). will arrange a meeting between the student and the Team Leader – Admissions. Team Leader - Marketing (or appropriate alternative).

5.4 Based on the outcome of the meeting and any evidence the student can provide to support a compelling or compassionate issue existing, a course extension may be required. A deferral or suspension may also be appropriate and WAIFS’ staff should refer to the “Deferral, Suspension and Cancellation Policy” also.

5.5 WAIFS staff must remember that **demonstrable evidence must be provided.** Further, the Factsheet to Standard 8 states: there is evidence to support this assessment.



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5.6 The student will still be reviewed as part of the formal course progress review when it becomes appropriate under this policy and procedure.

5.7 Compassionate and compelling circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes. Medical certificates and Statutory Declarations will not be accepted if they have been backdated for more than 3 days.
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- A traumatic experience, which could include:
  - Involvement in, or witnessing of a serious accident; or
  - Witnessing or being the victim of a serious crime, and this has impacted the overseas student (these cases should be supported by police or psychologists' reports)
- Where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

*As all the above need to be demonstrably evidenced and supported. WAIFS' staff must ensure that evidence is supplied and verified. WAIFS staff should also be aware that not all evidence has to be accepted. For example, if a general practitioner signs that a student has presented to them and stated they have been suffering from an illness for some time (and this is the first time they have sought medical advice and no medication/referral has been taken before this date), WAIFS staff are able to not accept the evidence supplied – but must always inform the student why and that they can access WAIFS' complaints and appeals process within 20 working days.*

5.8 Decisions on other compassionate or compelling reasons will be made by the Head of Administration (or appropriate alternative) and another WAIFS staff member. Refer to the "Deferral, Suspension and Cancellation Policy" where this is further clarified.

## 6. Formal Review of Course Progress within a study period.

6.1 For VET courses:

- On a monthly basis, the Training Team Leaders receive a report by *course* and by *trainer* which will detail all students who may not be meeting course requirements – this is sent automatically by the SMS. Training Team Leaders must review this report and discuss students identified "at risk" with their trainers. Support meetings (see above) or intervention meetings must be implemented as required with all notes and correspondence saved in the SMS under the student name and ID.

6.2 The Team Leader/s - Training are responsible for:

- (i) Ensuring that the training team understands and complies with this policy, and the associated policies and procedures that may impact this policy (as amended from time to time);

6.3 The Team Leader/s – Training and their respective trainer/s assess the report and take action in accordance with section 8.

## 7. How Does a Trainer Review and Assess Course Progress?

7.1 The procedure for the trainer undertaking the formal review for VET courses is as follows:

1. The Training Team Leaders and their respective trainers undertake a review of the student's course progress, as detailed by the report received from the SMS.
2. The Training Team Leaders and their respective trainers compare the units/modules completed successfully by the student compared to the units/modules that should have been completed successfully by the student as at the date of review.
3. The Training Team Leaders and their respective trainers must consider:
  - a) Can the student complete the course within the expected duration of the course – this will be the length of the CoE, which is issued originally for no longer than the standard registered course duration on CRICOS by WAIFS' admissions department. Note: A CoE includes weeks of training and weeks of holiday.



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*Note: There may be differences on occasion e.g. a student joins WAIFS and receive credit transfer for 4 out of 8 units – their course duration is shorter than usual as a result.*

The trainers should consider everything they know about the student at the date of review. For example:

- Has a recent traumatic experience occurred which may (or may not) explain the previous performance of the student but will realistically affect the future performance of the student? or;
  - Has the student been refused a current/upcoming work placement by their trainer for poor skills and knowledge performance below the level that can be accepted for a work placement and will therefore require additional training and an extended course?
- b) Does a formal intervention strategy need to be implemented to assist the student to complete the course?
- c) Will the course duration need to be extended to enable the student to achieve this.

7.2 If the answer to this 7.1.3a) above is “Yes” then the trainer writes that no intervention is required as below.

7.3 If the answer to any or all of 7.1.3 (b) to (d) above is “Yes” then the trainer must complete the Intervention date and time in the SMS. An automatic email then goes to the student overnight informing them of the meeting date and time – the SMS will also send weekly “Support meeting an Intervention meeting scheduled” reports to trainers to ensure they do not forget the meeting and are well prepared.

*Note: The intervention request looks like this in the SMS – you can also see there are appropriate places for Intervention follow up \* 2 and support meetings:*

First Support Meeting Date:

First Support Meeting Time:

Front of House Qualification:  Yes

Intervention Follow up 2:

Intervention Follow up 3:

Intervention Meeting Date 1:

Intervention Meeting Time:

*Support meeting/Intervention times should be filled in in the following format: 08:00 AM  
When an intervention meeting has been completed the Intervention follow up dates must be inserted - the SMS then sends an email to the trainer reminding them to follow up the student in accordance with the intervention plan. DO NOT FORGET TO DO THIS!*

## 8. Review of intervention decisions made by trainers

8.1 When reviewing the report from the SMS about students potentially needing support meetings/interventions, the Team Leader/s – Training will identify over a reasonably short period of time whether a trainer/s is or is not undertaking support sessions and/or the mandatory intervention reviews as they should. For e.g.:

- The trainer is not undertaking the reviews on the dates that they should and there is no known reason for this;
- The trainer is not sending intervention request paperwork through to admin in a timely manner/ There is a significant backlog of unsent intervention requests
- The trainer is assessing an intervention as being required when it is not
- The trainer is assessing an intervention as not being required when it is

Then the Training Team Leaders (after discussion with the Head of Operations if required) must take the appropriate corrective action, which includes any or all of (as required):

- (i) Implementing a support meeting/intervention and discussing with the trainer’s why this has not been done



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- (ii) Arranging an urgent meeting with the trainers to explain what has been done and why and ensuring they are prepared for the intervention meetings with the students, if applicable.
- (iii) Additional training for the trainers in WAIFS' requirements, including policies and procedures
- (iv) The commencement of disciplinary action with the trainers, particularly if this is not the first occasion for particular trainers – guidance must be obtained from WAIFS' external HR advisors (Employsure) before any disciplinary action can be taken.
- (v) Additional training for the Training Team Leaders in managing staff and the issue causing this non-performance (if identifiable)
- (vi) Any and all other reasonable steps based on the requirements of WAIFS that this policy and procedure be implemented appropriately, accurately and completely at all times.

### Notes:

- When the Training Team Leaders are absent for any reason, including sick, personal and annual leave, the review of the list of students will be made by the Administration Team Leader (or appropriate alternative);
- When a trainer is absent for any reason, including sick, personal and annual leave, the formal intervention review must be undertaken by the Training Team Leader (or appropriate alternative);
- Any other requirement of this policy and procedure must be covered appropriately by a WAIFS' staff member in the absence of another WAIFS' staff member. The Operations Manager and Training Team Leaders are responsible for ensuring this always occurs.

## 9. Contacting Students for an intervention meeting

9.1 Students are contacted through the SMS (see above) at the email address maintained on their student records in the SMS. The email requests the student to confirm their attendance at the meeting. If no response is received, ideally, a text message should be sent through the SMS to inform the student to check their emails.

9.2 The meeting date input into the SMS for an intervention meeting MUST be more than 5 working days from the date of the email.

9.3 A copy of this correspondence is automatically kept on the student's electronic file in the SMS.

## 10. Intervention Strategy Meetings and outcomes for VET courses

10.1 For VET courses:

1. During the intervention meeting (the trainer alone if the student does not attend), discusses what needs to be done to enable the student to complete the course successfully is what should be considered. The minimum WAIFS requirement is 50% but this is not necessarily what would be ideal for the student. Trainers should also consider if a student's subsequent course has pre-requisite unit requirements. If this is the case, the recommendation should allow for completion of these.
2. Recommendations can also include other matters such as:
  - (i) The student attending WAIFS' free, Study Skills Classes
  - (ii) Free Referral to a personal counselling service (where performance is related to personal issues which have arisen)
  - (iii) Re-submission of assignments only (only appropriate in cases where the student has completed any outstanding assessment work already/largely completed the assessment work already). Late submission fees may be applicable.

10.2 The above list is not exhaustive and it is at the discretion of the Training Team Leaders, Trainer or appropriate other person to consider what is appropriate in each individual case.

10.3 Note: If a student does not attend the intervention strategy meeting, the Training Team Leaders, Trainer or appropriate other person should still complete the "Intervention Interview and Strategy Agreement" form. It is unfortunate that not all students will attend such meetings. However, it is important that an intervention is put into place and communicated to the student.

10.4 If a student does not attend, the Training Team Leaders, Trainer or suitable alternative should email the "Intervention Interview and Strategy Agreement" form to the student so that the student is aware of the intervention plan that they will be assessed against.

10.5 The email to the student should be sent through the SMS and the intervention strategy scanned and attached to the email.

10.6 The student can be sent a text message at this stage to refer to their emails in relation to their intervention strategy. Again – this is sent through the SMS.

10.7 Follow up intervention dates must be input into the SMS (see above)



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- 10.8 If the student contacts the Training Team Leaders, Trainer or suitable alternative within a reasonable timeframe from emailing the "Intervention Interview and Strategy Agreement" to request that a subsequent meeting be held that they will attend, the Training Team Leaders, Trainer can agree to do so. "Reasonable timeframe" is not prescribed by WAIFS but should be judged based on the reasons a student gives for not attending the initial meeting.
- 10.9 When a meeting occurs between the Training Team Leaders, Trainer or suitable alternative employee and the student, the Training Team Leaders, Trainer or suitable alternative employee must inform the Team Leader - Admissions (or suitable alternative) that this has taken place and the outcome and requirements from admissions e.g. new letter of offer for extended course duration and what the dates of extension are.
- 10.10 The Training Team Leaders, Trainer or suitable alternative employee must ensure that they know who will email admin and the information that will be emailed and must ensure that it is done. It is not acceptable for both parties to assume the other will do it and nothing happen. If this occurs, WAIFS' senior management may implement disciplinary proceedings – this is a very important requirement for international students and must be given the attention it deserves.
- 10.11 A copy of the outcome recommendations should be kept on the student's file (electronic or hard copy file). All WAIFS' employees (admin, training and accounts) must ensure that they take all appropriate steps to ensure that all changes are made.
- 10.12 The intervention strategy meeting outcome is to be documented on the "Intervention Interview and Strategy Agreement Form".
- 10.13 Intervention strategy recommendations must always include a course extension if this is required. Trainers must always consider the timing of the delivery of the units to be retaken by the student.
- 10.14 The Team Leader, Admissions (or appropriate alternative) will then issue a revised letter of offer to the student which reflects the change.
- 10.15 The Team Leader, Admissions (or appropriate alternative) must ensure these are followed up and finalized promptly so that PRISMS reflects the student's correct CoE status. Admissions staff must ensure they set regular, frequent reminders for this purpose and take personal responsibility for completion - not assuming another staff member will do so.
- 10.16 Education and or migration agents **must** be informed of what is happening in relation to their students. Agents enrol students at WAIFS and are (as applicable) assisting with migration issues and receiving commission payments. These payments generally rely on the agent invoicing commissions due from WAIFS. These are based on due dates (derived from letters of offer). WAIFS' admin staff must be aware of this and ensure that agents are informed of what is happening with their students throughout the process.

### 11. Wording to be sent to student EVERY time a course extension is granted.

- 11.1 EVERY time WAIFS extends the duration of an overseas student's enrolment, the Team Leader, Admissions (or appropriate alternative) must advise the overseas student to visit the Department of Home Affairs (DoHA) website to seek advice on any potential impacts on their visa.
- 11.2 WAIFS notes that this wording must form part of every email sent to every student and their agent (if applicable) or parent/guardian (if under 18) where a course duration change occurs for any reason.

### 12. Notice of Intention to Report for Poor Course Progress

- 12.1 If at the end of the intervention period (this may well be up to the second formal review in the following semester), the student is still not progressing satisfactorily in their course (i.e. they are not expected to complete at least 50% of their course by the end of the extended study period, a written warning - Notice of intention to report for unsatisfactory course progress ("NOIR") - is issued to the student.



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- 12.2 The NOIR template is maintained in the SMS. It must be sent with the template email for a NOIR, also in the database. Both the email and attachment are then automatically saved against the specific student in the student management database.
- 12.3 The template notification informs the student that he or she is able to access WAIFS' complaints and appeals process and that the student has 20 working days in which to do so.
- 12.4 Refer to WAIFS' Complaints and Appeals Policy and Procedure for further information.
- 12.5 Further useful information sources:
- PRISMS website
  - [www.legislation.gov.au/Details/F2017L01182](http://www.legislation.gov.au/Details/F2017L01182)
  - [www.internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%208.pdf](http://www.internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%208.pdf)

### 13. Records maintenance

Copies of all correspondence to and from the student will be maintained in the student's electronic file or the student management database (currently AXCELERATE) under the student's record.

### 14. Policy and Procedure Dissemination

This policy and procedure is made available to all students:

- On WAIFS' website
- On WAIFS' student portal
- By emailing [admissions@waifs.wa.edu.au](mailto:admissions@waifs.wa.edu.au)
- In hard copy from reception, on request.

### 15. This policy and procedure is made available to all staff:

- At induction
- On WAIFS' shared drive
- By email (and training sessions, as required) as changes occur.