



INTERNATIONAL STUDENT COURSE PROGRESSION, AT RISK AND INTERVENTION POLICY AND PROCEDURE

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INTERNATIONAL STUDENT COURSE PROGRESSION, AT RISK AND INTERVENTION POLICY AND PROCEDURE

1 PURPOSE

- 1.1 The purpose of this policy is to ensure that Sunshine College of Management (SCM) systematically monitors overseas student's course progress and identify and offer support to those at risk of not meeting course progress as a condition of their student visa in order for overseas students to achieve expected learning outcomes.

2 SCOPE

- 2.1 The policy applies to all international students currently enrolled in a VET course with SCM.

3 POLICY STATEMENT

- 3.1 SCM monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled in.
- 3.2 The monitoring of a student's course progress allows SCM to assess whether a student is meeting course progress requirements and to identify and offer support to those students who are at risk of not achieving satisfactory course progress.
- 3.3 SCM keeps track of student attendance and the attendance records are used for the purpose of identifying students at risk of not meeting their course progression requirements and to determine possible intervention strategy/support services to offer.
- 3.4 A student has made unsatisfactory course progress when they fail more than 50% of the course.

4 PROCEDURE- REVIEWING ACADEMIC PROGRESS AND IDENTIFYING AT RISK STUDENTS FOR EARLY INTERVENTION

- 4.1 Trainers and Assessors will monitor student's course progress using the course result sheets. At the end of each unit of competency, the trainers and assessors will prepare a report using the Student At Risk Report (see Appendix 1) to list all students who fail the unit. The Student At Risk Report is then sent to the Compliance Manager.
- 4.2 The Compliance Manager will assess the student's result and issue the appropriate letter to the students. This may include the following letters:
- First Academic Warning Letter (see Appendix 2)
 - Second Academic Warning Letter (see Appendix 3)
- 4.3 The guiding principles for issuing Academic Warning and Intention to Report Letters are as follows:
- First Academic Warning Letter is issued when the student fails 25% of the units in their course
 - Second Academic Warning Letter is issued when the student fails 33% of the units in their course
 - Intention to Report Letter (Appendix 4) is issued when the student fails more than 50% of the units in their course
 - Notice of Cancellation Letter (Appendix 5) is issued after all avenues have been exhausted and SCM cancels the student's enrolment,

For the sake of clarity, the number of failed units is rounded up. The below table sets out the stages as per the current SCM courses.



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	Group A Students (Course with 8 units)	Group B Students (Course with 25 units)	Group C Students (Course with 28 units)	Group D Students (Course with 33 units)
Being Placed on the At Risk Report	Student fails a unit	Student fails a unit	Student fails a unit	Student fails a unit
First Academic Warning Letter	Student fails 2 units in the course	Student fails 7 units in the course	Student fails 7 units in the course	Student fails 9 units in the course
Second Academic Warning Letter	Student fails 3 units in the course	Student fails 9 units in the course	Student fails 10 units in the course	Student fails 11 units in the course
Intention to Report Letter	Student fails more than 50% of the course i.e. 5 units	Student fails more than 50% of the course i.e. 6 units	Student fails more than 50% of the course i.e. 7 units	Student fails more than 50% of the course i.e. 16 units
Notification of Cancellation	Sent to the student once being reported for unsatisfactory course progress			

4.4 The Intention to Report Letter is issued by the CEO. The First and Second Academic Warning Letters are only being sent to the student after they have been placed on the At Risk Report. The specific triggers for each warning letters are clarified in the following table:

4.5 The Compliance Manager attempts to make contact with the student by issuing the warning letters in order to determine possible causes and explain their status and provide information about:

- a) the possible consequences of further poor performance;
- b) relevant support services available to students for assistance;
- c) the requirement to attend a meeting with the Compliance Manager; and
- d) an intervention strategy for those students.

4.6 It is a student's responsibility to read and act upon an academic warning letter. A student's failure to respond to any notification as directed may be taken into account should further unsatisfactory progress occur.

4.7 If a student sent an Intention to Report Letter and does not lodge an appeal within 20 working days, the student will be reported for unsatisfactory course progress and sent a Notification of Cancellation.

5 PROCEDURE - INTERVENTION STRATEGY

Where the student corresponds and co-operates with the Compliance Manager, an intervention strategy will be activated, discussed and agreed upon using the Student Intervention Form (Appendix 6) and implemented immediately. The copy of the Student Intervention Form will be provided to the student after the intervention meeting. A copy of the Student Intervention Form will also be forwarded to the respective trainer/assessor.

5.1 Possible interventions may include but are not limited to:

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- Advising students of opportunities for reassessment (attend classes during the term break and be given support as part of the intervention strategy) and
 - Advising students of assistance such as:
 - referrals for attending counselling;
 - receiving assistance with personal issues which are influencing progress;
 - Require the student to enter a learning contract with a timeframe for completing units;
 - Reinforce to the student that unsatisfactory course progress in more than 50% of the course will lead to the student being reported to Department of Home Affairs (DHA).
 - receiving mentoring or
 - a combination of the above and/or a reduction in course load.
- 5.2 All academic warning letters invite the student to meet with the Compliance Manager or delegate. The meeting discusses and offers counselling/support/advice with a view to improve student course progress.
- 5.3 The Compliance Manager or delegate will tailor intervention strategies to each student 's needs whether academic or personal. SCM will complete a Student Intervention Form to record the agreed intervention strategy and place this in the student's file. The student's trainer will be provided details of the intervention strategy implemented.
- 5.4 The Compliance Manager or delegate monitors the execution of the Learning Agreement (Appendix 7).
- 5.5 Students will be emailed by the Compliance Manager or delegate notifying them of their failure to comply with the Learning Contracts will result in the relevant letter to be issued based on the student's results at that time (as per Table 1).

6 PROCEDURE- REPORTING UNSATISFACTORY COURSE PROGRESS

- 6.1 Where the student has failed more than 50% of the course, SCM will give the overseas student a written notice as an Intention to Report Letter which:
- a) notifies the overseas student that the SCM intends to report the overseas student for unsatisfactory course progress
 - b) informs the overseas student of the reasons for the intention to report
 - c) advises the overseas student of their right to access SCM's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days
- 6.2 An appeal will only be considered if SCM has not:
- a) recorded the student's marks correctly,
 - b) implemented intervention strategies as set out in this Policy and Procedure, or
 - c) there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.
- 6.3 SCM will maintain the overseas student's enrolment by only reporting a breach of course progress in Provider Registration and International Student Management System (PRISMS) if:
- a) the internal and external complaints processes have been completed and the breach has been upheld;



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- b) the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period;
- c) the overseas student has chosen not to access the external complaints and appeals process; or
- d) the overseas student withdraws from the internal or external appeals process by notifying the College in writing.

7 COMPASSIONATE AND COMPELLING CIRCUMSTANCES

7.1 Compassionate and compelling circumstances including (but not limited to):

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- a traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- where the College is unable to offer a pre-requisite unit, or; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa

8 APPEALS

8.1 Any student who wishes to lodge an appeal concerning any matter affecting their course progression should follow the procedure referenced in the Student Complaints and Appeals Policy and Procedure.

9 RECORDS MANAGEMENT

9.1 Documentary evidence and any correspondence will be kept on the student's file and/or SCM's student management system.

10 RELATED DOCUMENTS

- a) Student At Risk Report (Appendix 1)
- b) First Academic Warning Letter (Appendix 2)
- c) Second Academic Warning Letter (Appendix 3)
- d) Intention to Report Letter (Appendix 4)
- e) Notification of Cancellation Letter (Appendix 5)
- f) Student Intervention Form (Appendix 6)
- g) Learning Agreement (Appendix 7)

11 FEEDBACK

11.1 SCM staff and students may provide feedback about this document by emailing compliance@scm.vic.edu.au



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12 APPROVAL AND REVIEW DETAILS

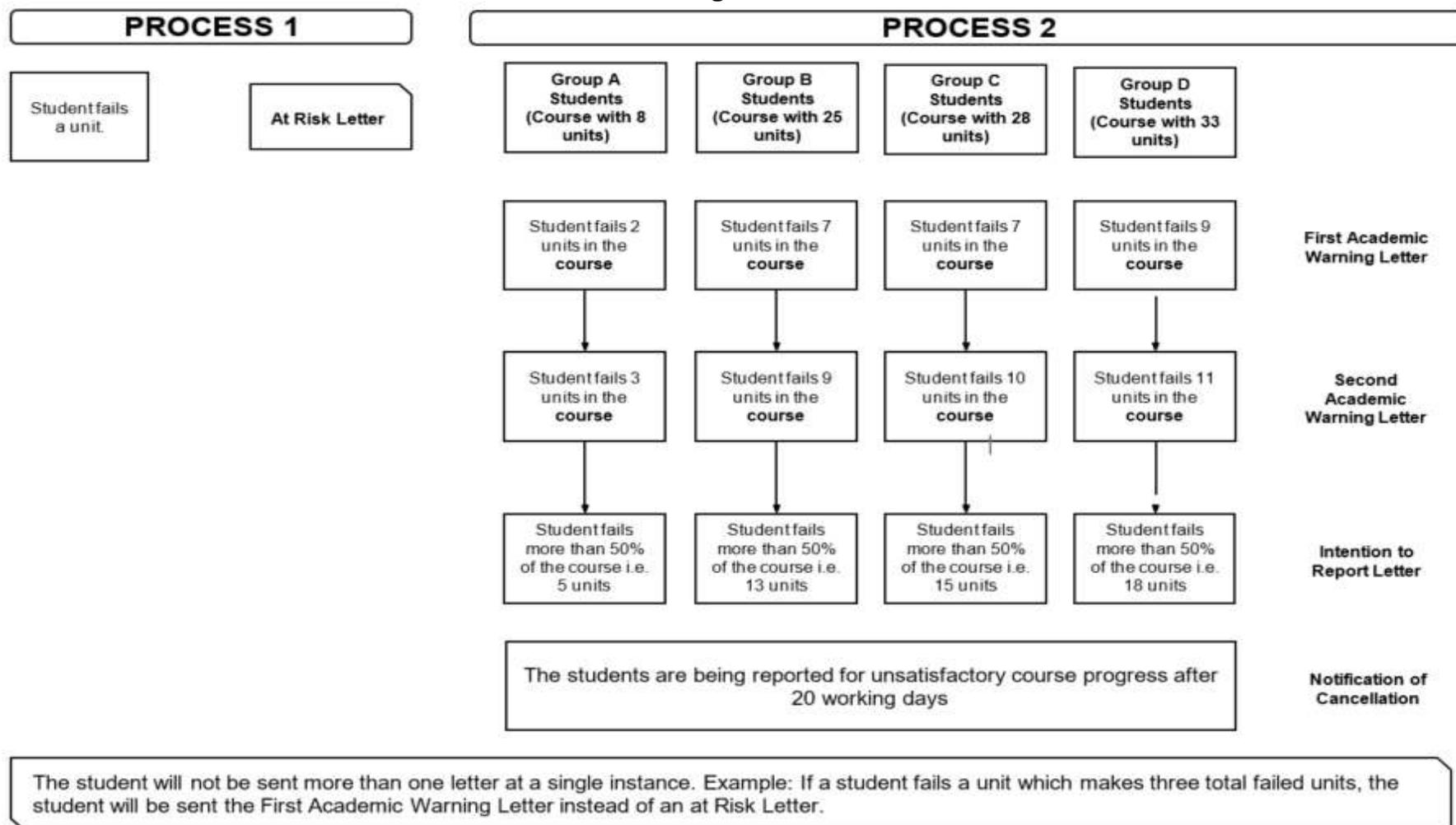
Approval and Review	Details
Approval Authority	CEO
Administrator	Compliance Manager
Version	1.0

Approval and Amendment History	Details of Approving Authority	Date of Approval
Original Approval Authority and Date	CEO	21/02/2021
Amendment Authority and Date	Compliance Manager	21/02/2021



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Course Progress Flowchart



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Appendix 2

< enter students name>
< enter student address>
< enter student email address>
< enter student id>

Sent by email

<enter date>

Dear <Student Name>,

Re: WARNING OF BEING AT RISK OF NON COURSE PROGRESS-DUE TO FAILING UNITS

It has recently been brought to my attention that you are at risk of not meeting the course progression due to failing **XX (refer to Course Progress Flowchart)** or more units in <Course Name> (CRICOS CODE) and your student visa condition 8202.

As outline within the Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) and your Visa Condition 8202, as an International Student you have an obligation to maintain satisfactory course progress, for each study period as required by Course Progression Policy.

Sunshine College of Management (SCM) has made unsuccessful attempts to contact you to attend meetings with SCM Student Support Officer to provide you with support and to re-engage in your learning and to enter into a Learning Agreement.

SCM wishes to make one final attempt to invite to you meet with the Compliance Manager to further discuss your course progress.

Please accept this as an invitation to attend a meeting with SCM Student Support Officer for a detailed discussion on how you can re-engage in your course and to make a Learning Agreement.

Failing to make contact in person within seven calendar days of this letter to the Student Support Officer by 5pm on <enter date of seven days from this letter> in person will result in a notification of intention to cancel your enrolment on the grounds of non- course progress.

I once again remind you of your obligation under your student visa condition 8202 that you are required to maintain a satisfactory course progress.

What happens if I don't contact the Compliance Manager?

Should you not make contact via email with the Compliance Manager by the above mention time you will be issued with a notification of intention to cancel your enrolment in **<Course Name> (CRICOS CODE)** Under Section 19 of the ESOS Act 2000 we are obligated to report changes to your enrolment to Department of Education and Training and Department of Home Affairs via Provider Registration and International Student Management System (PRISMS).

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Once issued with the notification of intention to report based on non-course progress you will be provided with the opportunity to appeal the decision via SCM's Student Grievance Handling Policy and Procedure. You can access this policy on our website www.scm.vic.edu.au

To appeal the decision to not report on the grounds of non-course progress your written appeal must be made to the Compliance Manager within (20 working days for the date of the notification letter).

On the basis that your appeal is due to non-course progress you will be provided with the opportunity to first access an internal appeals process and if you believe that decision to not be satisfactory then you will have the opportunity to access an external appeal process as detailed in the SCM's Complaints and Appeals Policy and Procedure.

Where an appeal has not been received by SCM within the 20 working days of this letter, your failure to apply for an appeal will be seen as you have made the decision not to proceed with the options available to you and will result in the cancellation of your enrolment and you receiving notification of that cancellation.

It is recommended that you obtain professional advice regarding the impact this will have on your student visa should you not make contact with the Compliance Manager in person no later than 5.00pm <XX Month 20XX>.

If you may have any queries, please contact the Student Administration on 03 9311 5180

Yours Sincerely,

Mr Sukhminder Bedi
CEO



INTERNATIONAL STUDENT COURSE PROGRESSION, AT RISK AND INTERVENTION POLICY AND PROCEDURE

Appendix 3

< enter students name>
< enter student address>
< enter student email address>
< enter student id>

Sent by email

<enter date>

Dear <Student Name>,

Re: NOTIFICATION OF BEING AT RISK OF NON COURSE PROGRESS

It has recently been brought to my attention that you **are** at risk of not meeting the course progression requirements in **<Course Name> (CRICOS CODE)** and your student visa condition 8202.

As outline within the Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (**National Code 2018**) and your **Visa Condition 8202**, as an International Student you have an obligation to maintain satisfactory course progress, for each study period as required by SCM Course Progression Policy.

Sunshine College of Management (**SCM**) has made unsuccessful attempts to contact you to attend meetings with SCM Student Support Officer to provide you with support and to re-engage in your learning and to enter into a Learning Agreement.

SCM wishes to make one final attempt to invite to you meet with the Compliance Manager to further discuss your course progress.

Please accept this as a final invitation to attend a meeting with SCM Compliance Manager for a detailed discussion on how you can re-engage in your course.

Failing to make contact in person within seven calendar days of this letter to the Compliance Manger by 5pm on **<enter date of seven days from this letter>** in person will result in a notification of intention to cancel your enrolment on the grounds of non- course progress.

I once again remind you of your obligation under your student visa condition 8202 that you are required to maintain a satisfactory course progress.

What happens if I don't contact the Compliance Manager?

Should you not make contact via email with the Compliance Manager by the above mention time you will be issued with a notification of intention to cancel your enrolment in **<Course Name>**

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INTERNATIONAL STUDENT COURSE PROGRESSION, AT RISK AND INTERVENTION POLICY AND PROCEDURE

(CRICOS CODE) Under Section 19 of the ESOS Act 2000 we are obligated to report changes to your enrolment to Department of Education and Training and Department of Home Affairs via Provider Registration and International Student Management System (PRISMS).

Once issued with the notification of intention to report based on non-course progress you will be provided with the opportunity to appeal the decision via SCM's Student Grievance Handling Policy and Procedure You can access this policy on our website www.scm.vic.edu.au

To appeal the decision to not report on the grounds of non-course progress your written appeal must be made to the Compliance Manager within (20 working days for the date of the notification letter).

On the basis that you appeal is due to non-course progress you will be provided with the opportunity to first access an internal appeals process and if you believe that decision to not be satisfactory then will have the opportunity access and external appeal process as detailed in the SCM's Complaints and Appeals Policy and Procedure.

Where an appeal has not been received by SCM within the 20 working days of this letter, your failure to apply for an appeal will be seen as you have made the decision not to proceed with the options available you and will result in the of cancellation of your enrolment and you receiving notification of that cancellation.

It is recommended that you obtain professional advice regarding the impact this will have on your student visa should you not make contact with the Compliance Manager in person no later than 5.00pm **<XX Month 20XX>**.

If you may have any queries, please contact the Student Administration on 03 9311 5180

Yours Sincerely,

Mr Sukhminder Bedi
CEO



INTERNATIONAL STUDENT COURSE PROGRESSION, AT RISK AND INTERVENTION POLICY AND PROCEDURE

Appendix 4

< enter student address>
< enter student email address>
< enter student id>

Sent by email

<enter date>

Dear <Student Name>,

Re: NOTIFICATION OF INTENTION TO CANCEL ENROLMENT DUE TO NON COURSE PROGRESS

I write to you following my previous correspondence on <enter date of at risk letter>, relating to your course progress in <Course Name> (CRICOS CODE).

As you have failed to attend the college to see the Compliance Manager on <insert date deadline from at risk letter>. This notification is to advise you of Sunshine College of Management's intention to cancel your enrolment in <Course Name> (CRICOS CODE).

I remind you that Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (**National Code 2018**) and your **Visa Condition 8202**, you have an obligation to maintain satisfactory course progress, for each study period as required by SCM Course Progression Policy.

By receiving this letter, you have failed to meet the requirements of the Course Progression and Intervention Policy and Procedure together with any attempts made by SCM to re-engage you in your learning through means of a Learning Agreement.

In accordance with *Education Services Overseas Students Act 2000 (ESOS Act) Section 20 (1), Standard 8.13 of National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National 2018)* and the signed terms and agreement you completed at enrolment we write to advice of our **intention to report you; due to non-course progress**.

The grounds in which we intend on cancelling your enrolment are based on the beaches of Standard 8.13 of the National Code; and

Reporting unsatisfactory course progress or unsatisfactory course attendance

8.13 Where the registered provider has assessed the overseas student as not meeting course progress or attendance requirements, the registered provider must give the overseas student a written notice as soon as practicable which:

8.13.1 notifies the overseas student that the registered provider intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance

8.13.2 informs the overseas student of the reasons for the intention to report

8.13.3 advises the overseas student of their right to access the registered provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

And

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9.3.3 a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).

Further information about Standard 8 can be found at [Department of Education and Training's website](#)

Student Visa Condition 8202.

Visa Condition Number 8202

You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

Further information about visa condition 8202 can be found at [Department of Home Affairs website](#)

What happens next?

In accordance with Standard 9 section 9.4.1 and 9.4.2 should you believe that the intention to cancel your enrolment on the grounds of non-course progress is unfair or unjust you have the right to access the SCM internal appeals process through the SCM Student Grievance Handling Policy and Procedure You can access this policy on our website www.scm.vic.edu.au

On the basis that your appeal is due to non-course progress you will be provided with the opportunity to first access an internal appeals process and if you believe that decision to not be satisfactory then you will have the opportunity to access an external appeal process as detailed in the SCM's Complaints and Appeals Policy and Procedure.

Where an appeal has not been received by SCM within the 20 working days of this letter, your failure to apply for an appeal will be seen as you have made the decision not to proceed with the options available to you and will result in the cancellation of your enrolment and you receiving notification of that cancellation.

To appeal the decision to not report you on the grounds of non-course progress your written appeal must be made to the Compliance Manager no later than 5.00pm <XX Month 20XX> (20 working days from the date of this letter).

Please ensure that you include additional and explicit evidence to support your request for the decision to be appealed.

It is recommended that you proceed to gain advice regarding the impact this will have on your student visa.

If you may have any queries, please contact the Student Administration on 03 9311 5180

Yours Sincerely,

Mr Sukhminder Bedi
CEO



INTERNATIONAL STUDENT COURSE PROGRESSION, AT RISK AND INTERVENTION POLICY AND PROCEDURE

Appendix 5

< enter students name>
< enter student address>
< enter student email address>
< enter student id>

Sent by email and registered post

Monday, 22 March 2021

Dear <Student Name>,

RE: NOTIFICATION OF ENROLMENT CANCELLATION; DUE TO NON-COURSE PROGRESS.

This letter is to inform you that under Standard 8.13 and 9.3.3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (**National Code 2018**) and visa condition 8202 Sunshine College of Management (**SCM**) is reporting your cancellation of enrolment to the Department Home Affairs on the grounds of Standard 8.13 and 9.3.3 of the National Code 2018 and a breach of Visa Condition 8202.

Reporting unsatisfactory course progress or unsatisfactory course attendance

- 8.14** *Where the registered provider has assessed the overseas student as not meeting course progress or attendance requirements, the registered provider must give the overseas student a written notice as soon as practicable which:*
- 8.13.4** *notifies the overseas student that the registered provider intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance*
 - 8.13.5** *informs the overseas student of the reasons for the intention to report*
 - 8.13.6** *advises the overseas student of their right to access the registered provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.*

And

- 9.3.4** *a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).*

Further information about Standard 8 can be found at [Department of Education and Training's website](#)

Student Visa Condition 8202.

Visa Condition Number 8202

You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

Further information about visa condition 8202 can be found at [Department of Home Affairs website](#)

SCM notified you of its intention to cancel your enrolment in **Course Name (CRICOS CODE)** and in accordance with Standard 8.13 and 9.3.3 of the National Code 2018 on **<enter intention to cancel letter date>**. The cancellation of your course enrolment is a direct result of non-course progress.

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Standard 9.5.2 of the National code 2018 obligates SCM report the change to the overseas student's enrolment under Section 19 of the ESOS Act. In direct compliance with this standard SCM has cancelled your enrolment as of <enter date of cancellation>

Appeals

In accordance with Standards 9.4.1 and 9.4.2 you have been providing both the reason for the cancellation and with the opportunity to appeal the decision. In receiving this letter, it indicates that you did not make an application for appeal or your application was unsuccessful and has resulted in the permanent cancellation (**termination**) of your enrolment and you no longer have the right to an appeal.

This will have an impact on your ability to remain on a student visa, it is recommended that you gain advice regarding your student visa.

If you may have any queries, please contact the Student Administration on 03 9311 5180

Yours Sincerely,

Mr Sukhminder Bedi
CEO



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Appendix 6

Student Intervention Form

Support Staff member to fill in the form below.

Student Support Staff Members Name:
Student Details:
Student Full Name:
Student ID:
Date of Birth:
Student Email example@example.com
Date of Intervention Meeting
Courses
<input type="checkbox"/> BSB50215- Diploma of Business <input type="checkbox"/> BSB60215- Advanced Diploma of Business <input type="checkbox"/> SIT30816- Certificate III in Commercial Cookery <input type="checkbox"/> SIT40516- Certificate IV in Commercial Cookery <input type="checkbox"/> SIT50416- Diploma of Hospitality Management <input type="checkbox"/> SIT60316- Advanced Diploma of Hospitality Management

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Reason for intervention

- Poor Course Progress (VET)
- Poor Attendance (VET)

Discussion with Students (please provide details of the discussion)

Learning Agreement Signed?

- Yes
- No
- N/A



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Agreed Intervention/Support Action

Empty box for recording the agreed intervention/support action.

A copy of this Student Intervention Form will be provided to the student.



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Appendix 7

Learning Agreement

< enter students name>
< enter student address>
< enter student email address>
< enter student id>

Sent by email

<enter date>

Student Name: XXXX XXXX
Student ID: 201XXXX
Program Name: <enter course code and title>

AIM:

This agreement aims to ensure that you successfully complete all remaining program requirements within the anticipated program duration with necessary support. Meeting conditions for continued enrolment outlined in this agreement is **mandatory** and your enrolment may be reviewed at **any stage** during the course of study if you **FAIL** to meet one (or more) of the conditions.

Conditions for continued enrolment:

1. Attend every class (lecture, tutorial, workshop, seminar, exam and/or field trip) scheduled for all enrolled subjects in Summer Semester 2018.
2. Submit every piece of assessment on time and via the appropriate channels.
3. Attend all of the scheduled academic support meetings with your trainer
4. Achieve Competency outcomes for each unit hereafter.
5. Attend a weekly meeting with **insert name of trainer**.

Note: Absences to scheduled classes or student support meetings will be allowed only on medical or compassionate grounds and must be supported with evidence (for example, a valid medical certificate from an Australian registered medical practitioner, not a pharmacists).

Continued enrolment in the <enter course code and title> will be permitted based on ALL conditions listed above being continually met. Your attendance, submissions and engagement with your Trainer will be monitored at the end of your course.

LEARNING COMMITMENT:

This Learning Agreement confirms that I am committed to my own academic success and to meet all conditions, which have been explained to me and that I understand and comprehend for continued enrolment as stipulated in this agreement.



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Condition 1: Units of Competency to complete

Unit of Competency Code & Name	Agreed Completion Date	Student Initial

You acknowledge that failing to meet the requirements of this learning agreement will result in a cancellation of enrolment. On that basis that you were provided: (remove which is not relevant)

Your First Academic Warning on <enter date>

Your Second Academic Warning on <enter date>

Your Intention to Report Letter on <enter date>

Student Signature: _____ Date: _____

Compliance Manager: _____

If you may have any queries, please contact the Student Administration on 03 9311 5180

Yours Sincerely,

Mr Sukhminder Bedi
CEO