

Course Progress and Intervention Strategy

Purpose

The purpose of this policy is to ensure that SCM systematically monitors overseas student's course progress. The policy and procedure allows SCM to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of unsatisfactory academic progress. SCM offer support to those at risk of not meeting course progress or attendance requirements as a condition of their student visa in order for overseas students to achieve expected learning outcomes.

Scope

The policy applies to all international students currently enrolled with SCM. SCM monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled in

Policy

1. 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.
2. By default, SCM does not monitor attendance however it is recorded for the purpose of its Course Progress and Intervention Policy. Attendance will be retained for 4 weeks. If a condition of registration was imposed by the Education Services for Overseas Students (ESOS) agency, SCM will monitor the minimum requirement for attendance of 80 per cent of the scheduled contact hours for the course
3. A study period will not exceed 6 months. Within the study period, there may be term (subject to qualification). Students are advised upon commencement - the term duration and the units scheduled to be delivered and assessed within the term. Each course will have its own course progress sheets indicating the number of units to be successfully completed within the study period in order to maintain satisfactory course progress.
4. At risk of unsatisfactory course progress is where;
 - the student is deemed Not Competent in 50% of the units the student is scheduled to attempt in a study period
 - the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol
 - The student has failed to attend 6 consecutive classes in a study period or irregular attendance pattern (SCM will record attendance)
 - the student fails to meet the requirements of an intervention strategy which has been agreed on as part of an earlier progress review
 - fails any unit on second attempt;
 - student has become disengaged

Reviewing Academic Progress

5. Trainers and Assessors will monitor student's course progress using the course delivery plan. Any students identified of being at risk of making unsatisfactory course progress throughout the study period will be contacted via phone or email.
6. Where the student fails to correspond with the Trainer/Assessor, the student support officer will attempt to make contact with the student whose course progress has been identified as "at risk" of unsatisfactory progress in order to determine possible causes and explain their status and provide information about:
 - (a) the possible consequences of further poor performance;
 - (b) relevant services available to students for assistance;
 - (c) the requirement to attend a meeting with a student support officer; and
 - (d) an intervention strategy for those students.
7. Where the student fails to correspond/co-operate with the student support officer, formal academic warning letters will be sent to the student as a means of intervention.
8. 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
9. Where the student corresponds and co-operates with the student support officer, an intervention strategy will be discussed and agreed upon using the outcome of intervention strategy student agreement form, signed by the student and implemented immediately.
10. Possible interventions may include but are not limited to:
 - 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:
 - attending tutorial or study groups;
 - receiving individual case management;
 - referrals for attending counselling;
 - receiving assistance with personal issues which are influencing progress;
 - Require the student to enter a study agreement with a timeframe for completing units NC;
 - Reinforce to the student that unsatisfactory course progress in 2 consecutive study periods may lead to the student being reported to Department of Education Skills and Employment
 - receiving mentoring or
 - a combination of the above and/or a reduction in course load.
 - 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 SCM 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
11. Students, who are deemed Not Competent in any assessment, have the right to a reassessment. Student will need to repeat the unit and pay the additional fees where the student has been deemed Not Competent after two re-assessment attempts.
 12. SCM provides all students with clear expectations on course progress requirements in the International Student Prospectus and Student Handbook which are provided to students prior to or upon commencement of a course. These are also available on SCM's website at www.scm.vic.edu.au
 13. Trainers and Assessors will monitor each students progress and record each unit outcome for the units studied within the students chosen course
 14. Trainers are to provide the Administration staff with the academic progress sheets so that the student's academic result is recorded using the student management system (SMS). It is the responsibility of the Administration staff to ensure that assessment is recorded accurately.
 15. At a minimum, the intervention strategy must be activated where the student has been deemed not competent in 50 per cent or more of the units attempted in any study period. SCM may activate an intervention strategy at any point before the end of the study period.
 16. Each student's course progress will be assessed at the end of each study period. However, Trainers/Assessors will monitor students' progress throughout the term and provide details of a student at risk to the Student Support Officer on a fortnightly basis. At this point intervention is activated.
 17. The Student Support Officer will contact the student via phone, or email and organize a meeting to offer counselling/support/advice with a view to improve student course progress.
 18. In consultation with the compliance manager, the student support officer will tailor intervention strategies to each student's needs whether academic or personal. SCM will obtain a copy of the agreed intervention strategy signed by the student and support officer and place this in the student's file. The 1st warning letter will be issued. The student's trainer will be provided details of the intervention strategy implemented so that monitoring the students' progress continues

19. As soon as the student fails 2nd unit within the same study period and/or the total course progress is 50% or below student will be sent a 2nd warning letter and an intervention support meeting is conducted with the student and student support officer
20. Documentary evidence of the interventions implemented and any correspondence will be kept on the student's file.

Reporting unsatisfactory course progress

21. Where the student continues to demonstrate unsatisfactory course progress despite two academic warnings letters, intervention and time allowed for the intervention to run its course, SCM will give the overseas student a written notice which:
 - a) notifies the overseas student that 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
22. 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, or
 - c) there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.
23. 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;
 - 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 SCM in writing.
24. Department of Home Affairs will consider all the information available and if they decide to consider cancellation, Department of Home Affairs will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation
25. Documentary evidence and any correspondence will be kept on the student's file.