

	<b>QIBA VET Course Progress and Completion Policy</b>			
	<b>Policy Scope:</b>	This Policy applies to QIBA staff, VET trainers and VET students/participants enrolled with QIBA.		
	<b>Accountability:</b>	COO / VET Program Manager		
	<b>Last Date of Review:</b>	22.04.2022	<b>Reviewed:</b>	Annually
	<b>QIBA Pty Ltd</b> ABN: 35 071 667 108   RTO: 5304   CRICOS Provider No: 01515J			

## 1. Purpose

The purpose of this policy is to ensure that Queensland International Business Academy (QIBA) provides a documented process for monitoring students' academic progress and completions, to ensure student completion within the duration specified on their Confirmation of Enrolment (CoE) and that timely intervention strategies are implemented for students who are at risk of failing to meet course progression requirements.

This policy has been developed to satisfy the requirements of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, known as 'the National Code of Practice 2018' Standard 8 - Overseas Student Visa Requirements.

The intention of this policy is to provide all students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements.

## 2. Scope

This policy applies to all overseas students both current and prospective who are studying or intend to study vocational programs.

## 3. Definitions

**CoE** means Confirmation of Enrolment.

**Course** refers to the specific course a student is enrolled.

**Compassionate and compelling circumstances** covers:

- Serious illness or injury, supported by medical certificates
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in home country requiring emergency travel
- A traumatic experience, which could include:
  - Involvement in, or witnessing of a serious accident; or
  - Witnessing or being the victim of a serious crime
- Inability to begin studying on the course commencement date due to delay in receiving a student visa

**ESOS Act** means the Education Services for Overseas Students Act 2000.

**Intervention Strategy** is a systematic plan of action consciously adapted in an attempt to address and reduce the causes of academic failure to complete studies within the course duration.

**PRISMS** stands for Provider Registration and International Student Management System (PRISMS).

**Satisfactory course progress** is defined as a student who is attending scheduled classes and successfully completing all assessments and obtaining a Competency (C) in all the units in the prescribed study period.

**SMS** stands for Student Management System (AXcelerate).

**Study Period** is the regular scheduled term of study between study breaks, at QIBA a Study Period (or Term) is 10 weeks in duration.

**SSO** stands for Student Services Officer(s).

**Unit** means Unit of Competency.

**Unsatisfactory course progress** is where the student is deemed Not Competent (NC) in 50% or more of the units attempted in any study period.

**VET** Vocational Education and Training.

## 4. Policy Statement

- 4.1 The monitoring of and awareness of student progress plays an essential role in ensuring that international students experiencing academic difficulties, and who are at risk of failing, can be identified in sufficient time and provided with appropriate academic support and counselling and access to appropriate student services.
- 4.2 All overseas students are clearly informed about the requirements to achieve satisfactory course progress in each study period, prior to their commencement in any course.
- 4.3 The attendance of each student enrolled with QIBA will be monitored closely to ensure there is full-time study activity, as attendance is necessary for satisfactory course progress. As a part of our academic support and monitoring, our internal policy is that students must attend classes and we record attendance at every class.
- 4.4 Attendance is entered daily into the Student Management System (SMS) (AXcelerate) by the relevant trainer and an attendance report is sent to the SSO(s) at the end of each week.

## 5. Course Completion within the Expected Duration of Study

- 5.1 QIBA is required to manage students' course progress and workload to ensure they complete within the specified timeframe as outlined in the Confirmation of Enrolment (CoE) and in accordance with the CRICOS registered course.
- 5.2 Students who do not meet course progress requirements are at risk of having their visa cancelled.

## 6. Determining at-risk students

Students will be deemed at-risk of not meeting course progression requirements if they do not:

- a) attend scheduled classes
- b) submit their assessments by the due dates
- c) receive a competent assessment outcome in one or more assessment tasks
- d) response to QIBA's attempts to communicate and assist them in achieving satisfactory course progress

## 7. Monitoring and Tracking Course Progress and Completion

- 7.1 QIBA maintains and tracks academic progress via the SMS (AXcelerate).
- 7.2 Each course is setup within the SMS, with the required units, qualification rules, timeframes, delivery methods, trainers, and sessions for delivery.
- 7.3 Students are enrolled into the relevant course and a Training Plan is generated and emailed to the student, to include all term breaks.

### **Face-to-face delivery**

The Training Plan will again be available to the students on their orientation day, and there are class timetables and schedules available on the student notice boards.

### **Online delivery**

The Training Plan is emailed to students one (1) to two (2) days prior to the online orientation session. The Training Plan is emailed as an attachment together with other documentation as part of the Student Welcome to QIBA.

7.4 The class schedules for each study period are monitored to ensure that students are meeting the minimum 50% competency requirement and are achieving satisfactory academic progress.

#### 7.5 Early Intervention

a. In week seven (7) of each term an SSO will run a CRICOS-Student Competency Pass Rate report to reflect student progress.

This reporting process enables an SSO to identify any students at risk of not completing within the expected duration on their CoE. The SSO then generates at risk letters via the SMS promptly reminding students to submit outstanding assessments, helping to minimise any adverse effects to the student.

b. At the immediate end of each study period, this process is repeated and students who are failing to achieve higher than a 50% completion rate are sent a warning letter. The warning letter notifies the student about options for connecting with Student Services to plan an effective intervention strategy and enable the student to complete their studies as per the duration stated on their CoE.

c. Every student that receives a warning letter will be recorded on a register to ensure all students have an effective follow up plan. This register also enables QIBA staff to manage the response from students in an appropriate and unbiased procedure.

d. Students who fail to achieve satisfactory academic progress in two consecutive study periods and fail to engage in an intervention strategy will be issued with an intention to report letter as soon as practicable, notifying them of:

- our intention to report the overseas student to the Australian Department of Home Affairs for unsatisfactory course progress;
- their right to access our Complaints and Appeals process, in accordance with the National Code of Practice 2018, Standard 10 (Complaints and Appeals), within 20 working days.

#### 7.6 Notice to Cancel

A final warning and notice to cancel a students' enrolment will be sent from the VET Program Manager in extreme instances where a student:

- a. fails to submit any assessment in a study period,
- b. fails to engage in additional academic support,
- c. fails to engage in an intervention strategy,
- d. ignores all communication, warnings and intension to report from QIBA's support and finance teams
- e. cannot be reached via phone or email by QIBA or via the student's agent

- f. does not attend classes for an entire study period, and
- g. has outstanding tuition fees

The student will be provided 20 calendar days to appeal this decision by accessing our Complaints and Appeals process, in accordance with the National Code of Practice 2018, Standard 10 (Complaints and Appeals).

## 8. Reporting for Unsatisfactory Academic Progress

8.1 QIBA will only report unsatisfactory course progress in PRISMS and advise the Australian Department of Home Affairs in accordance with section 19.(2) of the ESOS Act 2000 if:

- all internal and external complaints and appeals processes have been completed and the decision or recommendation supports QIBA as the registered provider, or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
- the overseas student has chosen not to access the external complaints and appeals process, or
- the overseas student withdraws from the internal or external appeals process by notifying the registered provider in writing.

8.2 If the above criteria is met, the student's case may be referred to the Admissions Officer for cancellation of the CoE and the subsequent updating to the Australian Department of Home Affairs as soon as practicable.

## 9. Extension to Course Duration

9.1 QIBA will only extend the duration of the students' study where the student is assessed as not being able to complete the course within the expected duration, as specified on the students COE, as the result of:

- compassionate or compelling circumstances as assessed on the basis of demonstrable evidence, or;
- implementing or being in the process of implementing, an Intervention Strategy for students who are at risk of not meeting satisfactory course progress, or;
- if approved deferment or suspension of study has been granted after completion of the ***QIBA Deferral, Suspension and Cancellation Policy***.

- 9.2 Except in the circumstances listed above, the expected duration of study specified in the students COE must not exceed the CRICOS registered course duration.
- 9.3 If an extension to the duration of the student's enrolment is granted, QIBA will advise the student in writing of this decision and of the need for the student to contact Immigration immediately for advice on any potential impacts to their visa, including the need to obtain a new visa.

## 10. Publishing information on Course Progress Monitoring

- 10.1 Course Progress monitoring information will be published in all student information so that students and/or future students will be notified of:
- the requirements for achieving satisfactory course progress;
  - the process for assessing satisfactory course progress;
  - the Intervention strategies that will be implemented for students at risk of failing to achieve satisfactory course progress;
  - the process for determining the point at which the student has failed to meet satisfactory course progress;
  - the procedure for notifying students that have failed to meet satisfactory course progress requirements.
- 10.2 QIBA will also make this policy and intervention strategy readily available to staff and will instruct trainers and student services staff appropriately.

## 11. Responsibilities

- 11.1 Trainers and Student Services Officers will be responsible for:
- Reminding students of their requirement to maintain satisfactory academic progress;
  - informing students of the availability of counselling and support services should they be experiencing study and/or personal problems; and
  - informing students that further action will be taken should they make unsatisfactory academic progress.
- 11.2 Student Services Officers are responsible for monitoring the progress of the students. As soon as a SSO becomes aware of any student who fails to meet the intervention strategy the SSO must inform the VET Program Manager.

11.3 The Principal Executive Officer is responsible for final decisions about students at risk and those who have been deemed to have made unsatisfactory academic progress.

## 12. Related documents

- a) QIBA Confirmation of Enrolment (COE)
- b) QIBA Deferral, Suspension and Cancellation Policy
- c) QIBA Complaints and Appeals Policy

## 13. Policy review and version control

This policy will be reviewed every 12 months as part of QIBA's quality and continuous improvement commitment and through the instigation of changes to relevant legislation or QIBA operational procedures. QIBA incorporates version control to ensure information contained in policy and procedure documents are accurate, current and complies with legislative requirements.

### Version Control and Change History

Version Control	Date Effective	Approved By	Amendments Made
1.0			First issue
3.9	20/05/2021	Compliance & Risk Manager	Removed outdated contact details, changed formatting,
4.0	22/04/2022	Compliance & Risk Manager	Added section about Determining at risk students; removed definitions not used throughout policy; added third paragraph to purpose; added 13. Policy review; changed titles to suit current company roles
4.1	01/11/2022	COO	7.6 Notice to cancel added