



Course Progress and Intervention

POLICY AND PROCEDURES



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| Related Documents | <ul style="list-style-type: none">- Academic Systems Integrity Framework;- Student Code of Conduct;- Course Progress and Intervention Policy and Procedures;- Student Complaints and Appeals Policy and Procedures;- Privacy and Data Protection Policy and Procedures;- Access and Equity Policy and Procedures; |
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COURSE PROGRESS AND INTERVENTION POLICY AND PROCEDURES

1 Purpose

The purpose of this Policy and its related procedures is to clearly outline Richmond School of Business' ('the School') policy on student course progress, intervention and regulatory reporting related to unsatisfactory course progress, and to:

- a) Comply with the relevant standards of National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 ('the National Code 2018');
- b) Comply with the relevant standards of the Standards for Registered Training Organisations (RTOs) 2015.

2 Scope

- 2.1 This Policy and its related procedures applies to all staff and enrolled students participating in coursework units of competency in all courses of study at the School.
- 2.2 This policy and its related procedures applies to all staff members associated with the course progress monitoring process at the School.
- 2.3 It should be noted that the procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law.
- 2.4 This document should be read in conjunction with other related policies.

3 Policy Statement

- 3.1 All students enrolled at the School must demonstrate that they are progressing in their course as per regulatory and the School's requirements. This Policy ensures that The School must monitor students' Academic Course Progress, implement Risk Intervention Strategies to assist students at risk of failing to meet course progress requirements and report international students who do not achieve Satisfactory Course Progress.

4 General Academic Progress and Intervention Principles

- 4.1 The School acknowledges that the early identification and allocation of required support to students who are at risk of not making satisfactory progress provides them with the best chance of achieving course objectives. The School provides support systems, resources and choices available to assist students who are at risk of not achieving, or who have not achieved required Satisfactory Academic Status.
- 4.2 This Policy describes the management of student academic progress and appeals. The objectives of this Policy are to define the requirements and definitions used in determining satisfactory progress by:
 - a) identifying the requirements for maintaining required Satisfactory Academic Status;



- b) describing how early identification and intervention will be achieved for students at risk of not achieving and maintaining Satisfactory Academic Status;
 - c) describing the circumstances which will result in a student having an academic status of Unsatisfactory Academic Progress and the requirements to be fulfilled to return to Satisfactory Academic Status;
 - d) identifying the consequences for a student of not returning to Satisfactory Academic Status; and
 - e) identifying the criteria for a student to appeal against Conditions imposed on their enrolment, or having their enrolment cancelled.
- 4.3** The School will systematically monitor students' course progress. This means that The School will be proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. In addition, The School will report students, who have breached the course progress requirements as outlined in ESOS National Code 2018 Part D – Standard 8.
- 4.4** In order to be compliant with ESOS National Code 2018 Part D – Standard 8, The School will:
- a) document its Risk Intervention Strategy for students who are at risk of not making Satisfactory Course Progress and communicate this strategy to both students and relevant staff;
 - b) assess students' course progress at the end of each Study Period and record this assessment on each student's file;
 - c) where intervention measures are implemented, this will be documented and placed on the relevant students' files;
 - d) where the School intends to report a student for not making satisfactory course progress, they will be advised that they are able to access the School's complaints and appeals process within 20 working days;
 - e) if a student appeals, all records relating to this appeal will be maintained in accordance with ESOS National Code 2018 Part D – Standard 10, and the School's Student Complaints and Appeals Policy and Procedures;
 - f) where the students are reported to the Department of Education via PRISMS, a copy of this reporting will be maintained on the student's file.

5 Policy and Procedure

- 5.1** The School's Academic Review Committee, or its delegate, will monitor and assess the course progress of each student for each course in which students are enrolled.
- 5.2** As a minimum the School's Academic Review Committee, or its delegate, will assess each student's progress at the end of each Study Period. However, the School believes that it is more important to assist students throughout their period of study so that students are in the best position to achieve their academic goals within their enrolment period. The School's trainers and assessors will regularly assess their students' progress on an individual basis to determine whether their students are able to complete their studies within their period of enrolment. This means that the School will continuously evaluate students' performance during their enrolment period.
- 5.3** Whilst Unsatisfactory Course Progress is often defined as not demonstrating competency in 50% or more of the course requirements in a Study Period, the School intends to continuously evaluate students' performance during and throughout each Study Period. On this basis, where



necessary, the School will evoke its Risk Intervention Strategy that will be specifically designed to assist students in achieving their academic goals.

5.4 The School's Risk Intervention Strategy for any student who is not making Satisfactory Course Progress will be made available to all relevant staff and students, and will specify:

- a) the Procedures for contacting and counselling students;
- b) the strategies to assist students in achieving Satisfactory Course Progress; and
- c) the processes by which the Risk Intervention Strategy will be activated.

5.5 The School's Risk Intervention Strategy includes:

- a) attending academic skills sessions;
- b) attending additional tutorials or study groups;
- c) receiving individual case management;
- d) attending academic counselling;
- e) receiving assistance with personal issues which might be influencing academic progress;
- f) a combination of the above and a reduction in course load.

5.6 A Risk Intervention Meeting will be established when the School's Academic Review Committee, or its delegate, establishes that the student is not maintaining Satisfactory Course Progress by arranging an Risk Intervention Meeting involving the Academic Manager / Director of Studies along with any other relevant Academic Review Committee member(s), and the student to identify the reasons behind the Unsatisfactory Course Progress and exploring alternative strategies so that the student is in a better position to achieve Satisfactory Course Progress.

6 Procedure for Issuing Written Warnings

6.1 Issuing First Written Warning

Upon reviewing students' academic progress at the end of a Study Period, any student identified as being at 50% course progress or less, will be issued with a First Written Warning via E-mail. The First Written Warning will include:

- a) informing the student of the reason for the First Written Warning being issued
- b) reminder to student of their obligations towards the School
- c) reminder to students of their obligations towards their visa status
- d) instruction to contact the college within 7 days to arrange a Risk Intervention Meeting
- e) instructions for seeking further information or clarification
- f) instructions for appeals

6.2 If student makes contact with the School

If a student responds to the First Written Warning issued to them by contacting the College, then:

- a) the student is given an appointment to attend a Risk Intervention Meeting;
- b) the student details are entered in a schedule of appointments in order to follow up with at a later stage;
- c) The Academic Manager / Director of Studies, and any other relevant Academic; Review Committee member(s) are notified of the student's appointment.



6.3 If student does not make contact with the School

If a student does not contact the College within the specified 7 days:

- a) student is to be sent a reminder E-mail that student is required to make contact with the College within 7 days to prevent further action(s) being taken, including the issuing of an Intention to Report the student via PRISMS;
- b) student is to also be called by telephone to organise an appointment for a Risk Intervention Meeting.

6.4 If the student attends the Risk Intervention Meeting

- a) the outcomes of this Risk Intervention Meeting will be recorded and placed on the student's file with a copy provided to the student
- b) following the Risk Intervention Meeting, the trainer / assessor will monitor the implementation of the strategy and during this monitoring process, if the trainer / assessor believes that the student has not, in good faith, implemented the agreed strategy(s), the trainer / assessor will then deem the student has breached the Risk Intervention Meeting agreement and, therefore, has failed to make Satisfactory Course Progress
- c) if the agreed Risk Intervention Strategy(s) is breached by the student and, at that time the trainer / assessor also assesses them as not being able to complete their study within their period of enrolment, the trainer / assessor will bring this to the notice of the Academic Manager / Director of Studies. The Academic Manager / Director of Studies will advise the Student Support Manager, as well as any other relevant Academic Review Committee member(s), that the student has breached their Risk Intervention Strategy(s) and that a Final Reminder E-mail is to be sent to the student that includes:
 - 1) informing the student of the reason for the Final Reminder
 - 2) reminder to student of their obligations towards the School
 - 3) reminder to students of their obligations towards their visa status
 - 4) urging of the student to return to Satisfactory Course Progress as agreed in the Risk Intervention Meeting
 - 5) provision for student to adjust or amend the Risk Intervention Strategy(s) agreed to
 - 6) informing the student that in the case of no action is taken by the student within 7 days, to demonstrate that the student is complying with the Risk Intervention Meeting Agreement, the student will be at risk of a Second Written Warning being issued to them
 - 7) instructions for seeking further information or clarification
 - 8) instructions for appeals
- d) if, however, student returns to Satisfactory Course Progress status as a result of the Risk Intervention Strategy(s), the trainer / assessor is to closely monitor the student to ensure student remains at Satisfactory Course Progress status and no further actions will be required.

6.5 If the student does not attend the meeting

- I. The Academic Manager / Director of Studies will advise the Student Support Manager, and any other relevant Academic Review Committee member(s), so that a Non-Attendance at



Risk Intervention Meeting E-mail as a Final Reminder can be sent to the student that includes:

- a) a statement that they failed to attend the scheduled Risk Intervention Meeting
 - b) reminder to student of their obligations towards the School
 - c) reminder to students of their obligations towards their visa status
 - d) it seems to be unlikely for them to achieve all units of competency within their enrolment period, and
 - e) that the student must contact the School within 7 days to reschedule the Risk Intervention Meeting
 - f) informing student that failing to act on this Final Reminder places the student at risk of a Second Written Warning being issued
 - g) instructions for seeking further information or clarification
 - h) instructions for appeals
- II. At the end of the 7-day period, if student has not responded to the Final Reminder E-mail, the Student Support Manager will issue the student with a Second Written Warning via E-mail. The Second Written Warning E-mail will include:
- a) informing the student of the reason for the Second Written Warning being issued
 - b) reminder to student of their obligations towards the School
 - c) reminder to students of their obligations towards their visa status
 - d) informing the student that they are required to make contact with the College within 7 days to prevent further action being taken, including reporting student to the Department of Immigration and Border Protection
 - e) instructions for seeking further information or clarification
 - f) instructions for appeals

6.6 Issuing of an Intention to Report (ITR)

The Student Support Manager will issue student with an Intention To Report (ITR) in the following circumstances:

- a) student fails to make contact with the College, within 7 days, after receiving the final reminder E-mail in response to the issuing of the Second Written Warning; or
- b) students remains at or below 50% Academic Course Progress, 7 days after the issuing of a Final Reminder E-mail for a second Study Period in succession

The Intention To Report (ITR) E-mail will include:

- a) informing the student of the reason for the Intention To Report (ITR) being issued;
- b) reminder to student of their obligations towards the School;
- c) reminder to students of their obligations towards their visa status;
- d) instructions for seeking further information or clarification;
- e) instructions for appeals.

6.7 A student may appeal on the following grounds

- a) The School's failure to record or assess a student's grade (S- Satisfactory) accurately;
- b) Compassionate or compelling circumstances; or



c) The School has not implemented its Risk Intervention Strategy and other policies according to its documented policies and Procedures that have been made available to the student.

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

- a) if the appeal shows that there was an error in recording or assessing a student's grade (S-Satisfactory) accurately and as a direct result the student actually made Satisfactory Course Progress, the School will not report the student, and there will be no further requirement for intervention;
- b) if the appeals process shows that the student has not made Satisfactory Course Progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through the School's Student Supports Services, and the School will not report the student.

6.9 Where:

- a) a student has chosen not to access appeals process within the 20-working day period; or
- b) a student withdraws from the process, or the process is completed and results in a decision supporting the School (i.e. the student's appeal was unsuccessful)

The School's Student Support Manager will notify the Secretary of the Department of Education through PRISMS that the student is not achieving Satisfactory Course Progress. A copy of this notification will be placed on the student's file.



7 Confidentiality

- 7.1** All information relating to students regarding course progress and intervention will be treated as confidential and in accordance with the School's Privacy and Data Protection Policy and Procedures.
- 7.2** The School will maintain confidentiality to ensure that:
- a) No information will be released without the agreement of the individual or group involved.

8 Appeals

- 8.1** If the student is not satisfied with any decision relating to course progress and intervention, the student has the right to appeal the decision in accordance with the Student Complaints and Appeals Policy and Procedures. In this event, the School will maintain the student's enrolment in the course or courses in which he or she is enrolled to study until the appeals process is completed.
- 8.2** An appeal must be lodged in writing to the Student Support Manager within 20 working days from the date of the decision was taken.
- 8.3** The appeal should include the following details:
- a) the student's full name (family/surname and first name), student number and contact details,
 - b) the nature of the decision or matter being appealed,
 - c) the basis for the appeal,
 - d) details of the specific outcome sought by the student, and
 - e) copies of all relevant documents.
- 8.4** An appeal may not proceed if:
- a) no reasonable grounds are stated for the appeal,
 - b) no new or different grounds are stated for the appeal from those already considered by the Principal, or nominee,
 - c) the student has not ensured that they are in a position to receive all notifications from the School. Late or no receipt of official letters will not be accepted as grounds for appeal if changes of address have not been notified and received by the School, or
 - d) the appeal is lodged outside the 20-working day timeline specified above.

9 Further Information and Assistance

- 9.1** Students should seek clarification on any aspects of this Policy and its related Procedures prior to accepting an offer of admission made by the School.
- 9.2** Student assistance is available by contacting School Reception or Student Support.
- 9.3** Students may make an appointment with the Student Support Manager for assistance with their request relating to this Policy and its related Procedures.
- 9.4** Contact details for the School are outlined as follows:

Phone: +61 2 8844 1000



Address: Level 2,
197-207 Church Street,
PARRAMATTA NSW 2150

Email: admin@rsb.edu.au

NOTE: For definitions and explanation of the terms used in this policy and procedures, please refer to the document titled '*Glossary of Terms.*'