



1.0 Purpose

1. The purpose of this policy is to ensure that students studying at Veritas Institute Australia maintain satisfactory course progress throughout their studies. This policy also provides the procedure and method of dealing with unsatisfactory course progress.
2. All students must complete their course within the time period specified in their CoE (standard 8 of the National Code 2018)
3. This policy articulates how Veritas Institute Australia's practices apply to International Students in compliance with the ESOS Act 2000 and Standard 6 and 8 of the National Code 2018.
4. This policy is to confirm that Veritas Institute Australia has a structured process in place to track course progress and attendance of each student throughout his or her studies. Veritas Institute Australia will monitor the course progress of its students. The policy documents how Veritas Institute Australia monitors the progress of each student to ensure that the student is in position to complete his or her course within the expected duration as specified on the student Electronic Confirmation of Enrolment (eCoE) and in what circumstances the eCoE will be extended or cancelled.
5. This policy documents how Veritas Institute Australia assists and supports overseas students to complete their course within the required duration and fulfil their visa requirements for course attendance and course progress.

2.0 Responsibility

- **2.1** According to Standard 8.10, 8.11, 8.12 of National code 2018, Veritas Institute Australia has implemented policy and process for monitoring and recording course attendance of overseas students that is explained below for VET courses.
- **2.2** Veritas Institute Australia has implemented documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress and attendance requirements as per standard 8 of National Code 2018.
- **2.3** Administrative officer and course coordinator is responsible for the implementation of these procedures and will ensure that staff members are aware of its application and implement its requirements. Veritas Institute Australia's Student Administration officer is also responsible for the execution of this policy.
- **2.4** Administrative officer and course coordinator ensures that attendance of overseas students is monitored and recorded on regular basis.
- **2.5** Veritas Institute Australia will monitor record and assess the course progress for each international student for the course in which they are currently enrolled.
- **2.6** Veritas Institute Australia's staff facilitates access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas students.
- **2.7** All assignments that are a part of monitoring course progress are in accordance with the principles of assessment and rules of evidence. Assessment approaches may be undertaken by observation of performance in class, practical demonstrations, workshops, case studies, projects, assignments, presentations, simulations, role-plays, written tests and exams.
- **2.8** During each study period (usually at the end of a semester), administrative department and course coordinator will identify those students who are at risk of not making satisfactory course progress. These students will be given the opportunity to discuss strategies to achieve satisfactory course progress with an appropriate Veritas Institute Australia's teaching staff member.
- **2.9** According to Standard 8 of National Code 2018, Veritas Institute Australia's administrative staff and course coordinator is responsible for monitoring the progress of each student to ensure that an overseas student is in a position to complete the course within expected duration of time.
- **2.10** Reasonable support will be provided to overseas students to help them in achieving expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional



cost to the overseas student.

- **2.11** According to standard 6 of National Code 2018, Veritas Institute Australia ensures that there are sufficient student support personnel to meet the need of overseas students enrolled with Veritas Institute Australia.

2.12 Veritas Institute Australia takes the responsibility of assessing each student's progress at the end of each study period. Veritas Institute Australia will make judgement whether a student is:

- making satisfactory course progress
- at risk of not making satisfactory course progress, and therefore an intervention strategy has been implemented; or
- not making satisfactory course progress after an intervention strategy has been completed, and after all complaints and appeals processes have been finalised; at this time the student is reported to the Secretary of DET via PRISMS.

- **2.13** Veritas Institute Australia will report unsatisfactory course progress in PRISMS.

- **2.14** Veritas Institute Australia advises the students to contact immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa if student's enrolment is extended.

3.0 Definitions

3.1 A study period is a discrete period of time measured in weeks (usually between 10-14 weeks). The study period begins from the student's actual commencement date. The course may contain one or more study periods. Different courses have study periods of different duration. All study periods within a course will be the same except for the final study period, which may be shorter or longer due to the course ending, but it will still be considered as a full study period.

3.2 Unsatisfactory course progress- An international student will be deemed to have made unsatisfactory course progress in any given study period by not successfully completing or demonstrating competency in the required units for that study period. All students will be given a second chance (catch up week) within the study period to gain competency should they have been found not yet competent on their first attempt.

3.3 Intervention. A student who does not complete an assessment or who is found to be NYC for an assessment will be entitled to a second chance. This second chance will be in the form of a formal intervention which is a documented process that informs the student of when they will be reassessed and what form this reassessment will take. Note: A student who fails to present for an intervention as documented will be considered in breach of course progress requirements and will be reported to DHA via PRISMS.

3.4 A full-time student load is defined as a minimum of 20 hours scheduled attendance per week however, students may be engaged for less than this minimum requirement and the duration of the course may be reduced due to the unavailability of key or prerequisite units at the time it is required.

3.5 The National Code 2018: The National Code is a legislative instrument made under the Education Services for Overseas Students Act 2000 and sets nationally consistent standards to support providers to deliver quality education and training to overseas students.

3.6 PRISM: Provider Registration and International Students Management System

3.7DET: Department of Education and Training



4.0 Method

At the time of initial enrolment, each student will be provided with a course schedule/timetable; which will identify the units required to be completed in each study period in order to complete the qualification within the normal duration as indicated on the CRICOS register.

Students who are identified as being “at risk” in relation to their course progress and are under an intervention strategy, may have their course schedule adjusted to accommodate a possible proposed action plan.

Intervention strategy Veritas Institute Australia generally provides for:

- Advising students on the suitability of the course they are enrolled in.
- Assisting students by giving advice on the opportunities for students to be reassessed for tasks in units or subjects they have been considered not yet competent (NYC) or demonstrate the necessary competency area in which they had not been previously able to demonstrate competency.
- Provide feedback to the students on their course and progress and refer them to Veritas Institute Australia’s “Intervention Meeting Record form” during the study period and delivery of the unit. This will help in identifying reasons on why intervention strategy is being implemented.

At the end of each study period, generating a report that will identify students who are not yet competent (NYC) in the units of competency they have undertaken in that study period.

- Students identified as being at risk with regards to their course progress, will then be advised in writing by mail that they are to attend the Intervention Meeting with Veritas Institute Australia’s staff. At this meeting, the course progress counselling and any intervention strategy that is mutually agreed by the student and Veritas Institute Australia’s staff shall be implemented.
- Advising students who have not made satisfactory academic progress (failing more than 50% of units) in the study period (usually 10-14 weeks for Veritas Institute Australia courses), as to any requirements to re-enrol and repeat those units of study or attend pastoral care.
- Advising students that unsatisfactory course progress (failing more than 50% of units) in two consecutive study periods (each study period is usually 10-14 weeks for Veritas Institute Australia’s courses), for a course could lead to students being reported to DoHA and cancellation of his or her visa: depending on the outcome of any appeal.

Intervention strategies may include, but are not limited to:

- academic skills support
- additional English support / LLN Support
- additional tutoring/study group
- increased monitoring
- personal counselling
- placement in a more appropriate class; and
- reduction in course load
- timetable adjustments using the new study plan.
- reviewing assessment strategies.

If the student does not attend the meeting:

Veritas Institute Australia’s Administrative department will send a letter to the student advising them that

- a) they have failed to attend a scheduled meeting,
- b) they are unlikely to achieve Veritas Institute Australia’s course progress requirement of completing all units of competency within their enrolment period, and
- c) that the student should contact Veritas Institute Australia to reschedule the meeting within 14 days. At the end



of the 14-day period, the Administrative Department will advise the student has not established any contact and that they should inform the student in writing of Veritas Institute Australia's intention to report them to DHA via PRISMS for unsatisfactory course progress.

Where a student is identified as not making satisfactory progress for two consecutive semesters, Veritas Institute Australia will report the student to DET, via PRISMS, after notifying the student of intention to report as per Standard 8.13.1 of National code 2018, and informing student of his or her right to appeal.

In accordance with Standard 10 (Complaints and appeals), A student has the right to access the Veritas Institute Australia's complaints and appeals process within 20 working days.

Veritas Institute Australia will report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:

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

5.0 Extension of Course Duration

International Students are required to complete their course within the expected duration of study as recorded on the CRICOS register unless the circumstances listed below apply:

- On medical grounds (a medical practitioner's certificate indicating the student is unable to attend class) where in the students must provide valid supporting document,
- In exceptional compassionate and compelling circumstances beyond the student's control, such as serious illness or bereavement of a close family member, (independent evidence of the exceptional circumstances is required) and a deferment or suspension of study has been granted.
- Where Veritas Institute Australia is unable to offer a prerequisite unit at the time it is required and a deferment or suspension of study has been granted
- Where Veritas Institute Australia is implementing an intervention strategy for students at risk of not meeting academic progress requirements
- Where Veritas Institute Australia has approved the deferral of commencement of studies or the suspension of study under standard 9 of National Code 2018.

If Veritas Institute Australia extends the duration of the student's enrolment, Veritas Institute Australia will advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

6.0 Vocational Education Training (VET) Requirements / Process – International Students

Veritas Institute Australia's administration department maintains the course progress of students during the period of 10-14 weeks for VET course. Course progress is monitored regularly, and steps are taken if student's course progress is low. Administrative officer and student support officer will be the point of contact for international students. Veritas Institute Australia will provide reasonable support to help them achieve satisfactory progress.

1. Student gets first warning letter if their course progress is less than 50%.
2. After 1st warning letter, they are required to see Administration officer/RTO Manager/Course Coordinator to identify the reason behind low course progress.



3. "Intervention Meeting Record Form" is provided to the student in order to identify the reasons and provide support to students if the reasons for low course progress falls under the circumstances mentioned above. This is done to ensure that the student is able to meet all the course requirements and successfully complete the course within the expected time.

- Intervention Strategy form: This form is used to record the intervention meeting outcomes for intervention invoked due to failure to meet satisfactory course progress.
- Information is discussed directly with the students and they are required to sign the form to indicate agreement to the intervention strategies.
- This form is completed by the student Administration Officer/RTO Manager/Course Coordinator during interview with student as part of intervention strategy procedure and is filed in student's admin file.
- A copy of the intervention agreement is given to the student for their records and another copy is placed under the student's file for future use.

4. Veritas Institute Australia ensures to provide support to students by:

- providing them with extra tuition
- extending their duration of study
- Making timetable adjustments using the new study plan
- reviewing assessment strategies
- Providing counselling

5. Any extension to the duration of a student's course is to be notified by Veritas Institute Australia on PRISMS and if necessary, a new e-CoE is issued.

6. Any extension to the duration of a student's course, and the reasons for the extension is recorded by the Institute on the student's file.

7. Administration department will contact students through the student's management system by calling, sending messages and emailing them on regular basis.

8. 2nd warning letter is given to the student if he/she does not come to class even after meeting the Administrative officer/RTO Manager/Course Coordinator and at the risk of failing more than 50% units in second consecutive study period. It is usually within week 6-7 of second consecutive study period.

9. If a student still decides not to come and shows low course progress in second consecutive study period, then, Intention to Report (ITR) is sent to the student at point when it is sure that student will not complete more than 50% of units for second consecutive study period. It is usually at the end of second study period.

10. If a student's course progress is low after implementing Intervention strategies and providing support, then his/her CoE is cancelled based on unsatisfactory course progress.

11. A student has the right to access the Veritas Institute Australia's complaints and appeals process within 20 working days before CoE is cancelled.

A student may appeal on the following grounds:

- i. Veritas Institute Australia's failure to record or assess a student's grade (S- Satisfactory) accurately,
- ii. Compassionate or compelling circumstances, or
- iii. Veritas Institute Australia has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
- iv. 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 or C - Competent) accurately, and as a direct result the student actually has made satisfactory course progress, Veritas Institute Australia 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 progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the



student through a designated Veritas Institute Australia's Student Supports Officer, Veritas Institute Australia will not report the student.

Note: Although Veritas Institute Australia's reporting is based on course progress, but students are expected to attend all classes for effective learning. Any student absent for more than 2 weeks will be contacted by administration department/trainer to explain the reason for absenteeism and to identify and provide any support if required. However, students in VET courses at Veritas Institute Australia will be reported to the Department of Home affairs (DHA) based on unsatisfactory course progress and not based on unsatisfactory attendance.