



Pol-005 Course Progress and Intervention Policy and Procedure

Purpose of the policy:

The purpose of this policy is to ensure the RTO's understanding and adherence to the relevant legislation directly and indirectly to ESOS Act (2000), Education for Overseas Students, National Code of Practice for Providers of Education and Training to Overseas Students • ESOS National Code 2018 – Standard: 6.1.7; 7.2.2.1; 8.1; 8.3; 8.4; 8.5; 8.7; 8.7.1; 8.7.2; 8.7.3; 8.7.4; 8.8; 8.9; 8.13; 8.14; 8.16.2; 9.3.3; Standards for RTOs 2015 – Standard: 1.3(b); 1.3(c); 1.3(d)

Scope

This policy applies to:

- Canberra Valley Institute Campuses
- Students
- Management Staff

Responsibilities

- Student Support officer
- Chief Executive Officer

Policy Statement:

Canberra Valley Institute will ensure that all individuals who enter a Nationally Accredited Program have the appropriate skills and abilities they require to be successful in their studies. This policy is intended to provide a broad framework, and minimal requirements for determining admission to training courses and programs of Canberra Valley Institute.

1. Requirements (Policy)

- 1.1. For vocational and technical education courses attendance is recorded and monitored as part of the course progress requirements and student behavior requirements.
- 1.2. In compliance with the Canberra Valley Institute obligations under the National Code 2018 (8.4), the registered provider must have implemented documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements.
- 1.3. Students are required to complete their course within the expected duration of study as recorded on the CRICOS register unless there are exceptional circumstances.
- 1.4. At the time of initial enrolment each student will be furnished with a “training program” schedule 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.
- 1.5. Students who have unsatisfactory academic progress will be reported to the Department of Education and the Department of Home Affairs (DHA). Unsatisfactory academic performance is defined as failing more than 50% of units in two consecutive study periods.
- 1.6. Students who are “at risk” of not meeting satisfactory course progress requirements will be interviewed,

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counselled and will be placed on a course intervention strategy.

- 1.7. All causes of unsatisfactory progress or being “at risk” are to be considered, including academic causes and non-academic causes, such as personal issues.
- 1.8. The progress of each student is monitored, recorded and assessed.
- 1.9. Canberra Valley Institute assesses each student at the end point of each study period according to its course progress policy.
- 1.10. Canberra Valley Institute has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress.
- 1.11. Where Canberra Valley Institute has assessed the student as being “at risk” Canberra Valley Institute will inform the student and implement an intervention strategy where warranted.
- 1.12. Where Canberra Valley Institute has assessed the student as not meeting satisfactory course progress, the institute will inform the student in writing of its intention to report to the student and that he or she is able to access the Canberra Valley Institute complaints and appeals process within 20 working days.
- 1.13. If the appeals process is actioned, in the event Canberra Valley Institute decision to report is upheld, Canberra Valley Institute will notify the Department of Education and the Department of Home Affairs through PRISMS regarding the student not achieving satisfactory progress.

2. Definitions

- 2.1. Study period means one term of study (11 weeks).
- 2.2. Being “at risk” of not meeting satisfactory course progress requirements occurs when a student:
 - fails more than 50% of units in a study period; or
 - fails two or more units in a study period; or
 - During a study period falls behind the trainer’s expected progress and is reported by the trainer to the CEO.
 - fails two consecutive assessments (or one if there are only two) of a prerequisite unit in a study period; or
 - is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the CEO in accordance with Canberra Valley Institute Completion Within the Expected Duration procedure; or
 - is absent for 5 consecutive days or in any other way has an attendance record that is detrimentally affecting the student’s capacity to complete the assessment requirements for a unit. Prior approval or a medical certificate from a registered medical practitioner does not remove the “at risk” status, as prolonged absences for any reason place a student at risk of failure and are reported to the CEO.
- 2.3. Failing a unit means being assessed as “Not Yet Competent” for a completed unit.
- 2.4. Satisfactory progress means that students have **not** been identified as having failed more than 50% of units in two consecutive study periods.
- 2.5. The CEO is responsible for the implementation and monitoring of the intervention strategy.

3. Method

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Intervention strategy – general requirements

- 3.1. All students identified as being “at risk” (during the study period or at the end of the study period) of not meeting satisfactory course progress requirements will be required to meet the student support officer to attend a course counselling interview.
- 3.2. Failure to attend course counselling interview will result in sending a warning letter via email with a read receipt. The warning letter will be placed in the student’s file.
- 3.3. If a student does not contact Canberra Valley Institute within 5 working days from the date of the first warning letter, a second warning letter will be sent out followed by the intention to report (ITR). ITR letter will be sent within 5 working days from the date of the second warning letter.
- 3.4. At the meeting an intervention strategy will be negotiated with the student and will be recorded at the conclusion of the meeting and signed off by the student and the CEO. A written copy of the intervention strategy will be provided to the students and placed in their file.
- 3.5. The course counselling interview and fortnightly intervention meetings will be initiated by the CEO. However, appropriate personnel such as a Trainer may be called on to assist with the process.
- 3.6. The effectiveness of the intervention strategies must be judged during this process and amended if appropriate. This information must also be recorded and feedback provided of the students “at risk” of not meeting course progress requirements or who fail to participate fully in the intervention strategy developed by Canberra Valley Institute. The students will be subject to the Student Behavior Code requirements which include the possibility of deferral, and suspension of cancellation of their enrolment.
- 3.7. At the fortnightly intervention meetings, the following will be reviewed:
 - Programs to address academic and non-academic issues
 - Student attendance
 - Student study timetable drawn up
 - The fortnightly academic involvement report from each subject trainer.
 - Assessment outcomes
 - Any other matters relevant to progress
- 3.8. Where a student on the intervention strategy requires more time to complete their qualification the current Confirmation of Enrolment must be cancelled, and a new Confirmation of Enrolment must be completed by the admission officer and lodged on PRISMS. The new Confirmation of Enrolment must indicate the revised completion date and the reasons for the revised date.
- 3.9. Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance. The written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the Student Support officer. It will be at the discretion of Canberra Valley Institute (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student of the CEO’ intention to implement the Canberra Valley Institute Reporting Procedure.

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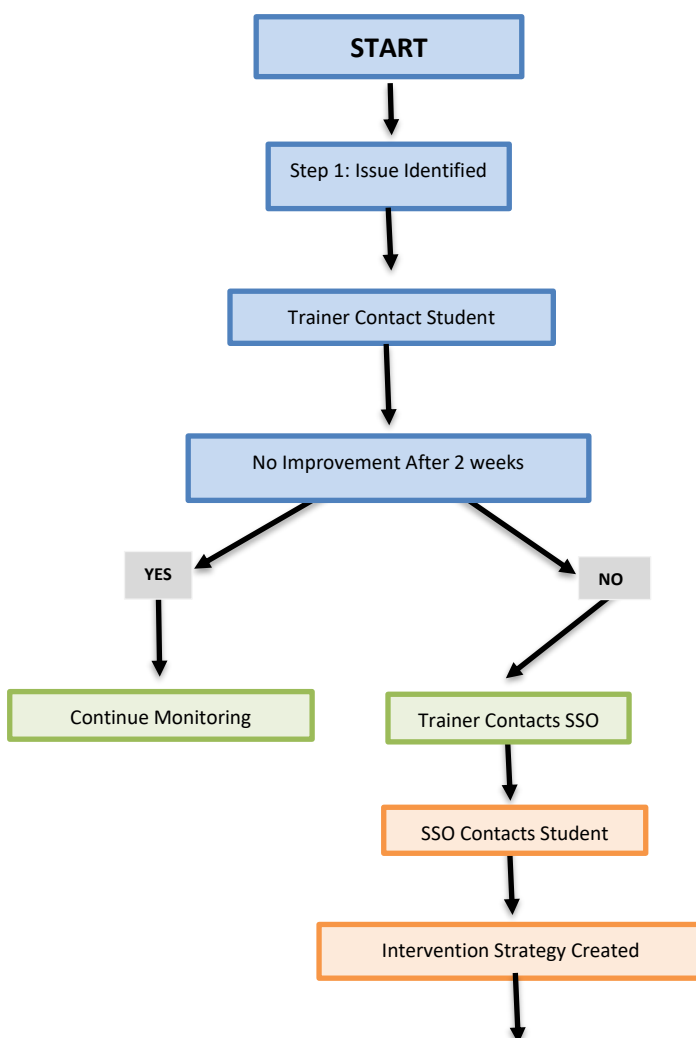
Intervention strategy – during a study period

3.10. During a study period student course progress and attendance will be continuously monitored by trainers.

3.11. Identification of students “at risk” will be accomplished by teachers completing the relevant section of Canberra Valley Institute course progress record for the course each student is enrolled in. A student is identified as being “at risk” according to any of the criteria below.

3.12. Students will be identified as being “at risk” if during the study period they:

- fail to meet course progress assessment requirements communicated in writing to the students; or
- fail two consecutive assessments (or one if there is only two) of a prerequisite unit in a study period; or
- are absent for 5 consecutive days or in any other way have an attendance record that is detrimentally affecting their capacity to successfully complete a unit: or
- are identified by the trainer as not progressing satisfactorily through the course material.



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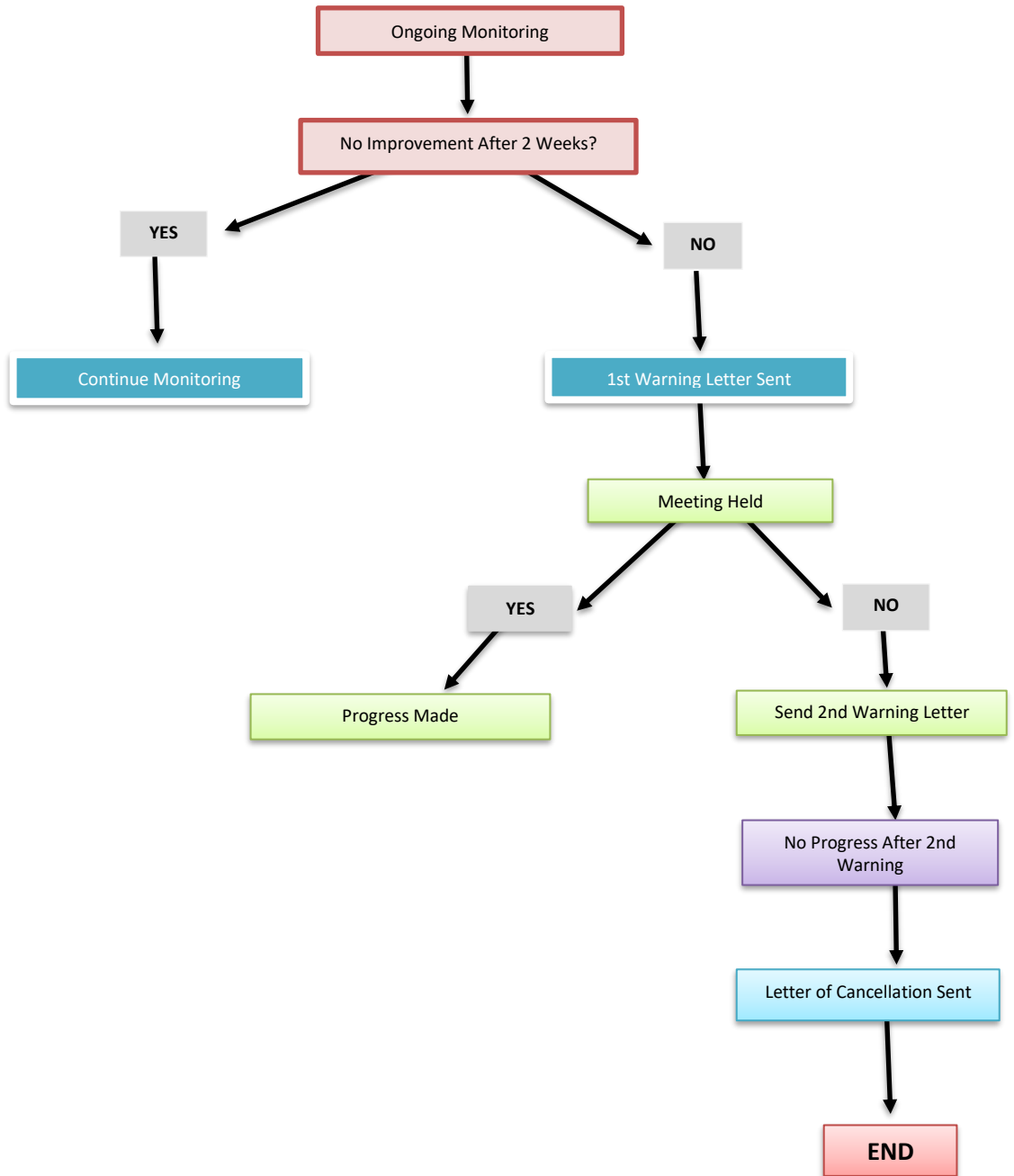


Table with 4 columns: Document Name, Version No, Created Date, Last Modified Date, Page Sequence. Row 1: Pol-005 Course Progress and Intervention Policy and Procedure, 2.0 Jan 2025, 13/06/2023, 8/01/2025. Row 2: Canberra Valley Institute | RTO Code: 41498 | CRICOS Code: 03937D, Page Sequence: Page 5 of 10



- 3.13. Trainers must monitor and record student attendance and progress during each study period.
- 3.14. Trainers must report, in writing (via Kingsford International Institute course progress record), to the CEO the details of any student identified as being at risk during a study period without delay.
- 3.15. All students identified during a study period as being “at risk” of not meeting satisfactory course progress requirements will be sent a warning letter requiring them to attend a course counselling interview using the appropriate student course progress warning letter (case 1).
- 3.16. An electronic copy of the warning letter and all other relevant documents will be placed in the student’s file.
- 3.17. The course counselling interview and fortnightly intervention meetings will be initiated by the CEO. However appropriate personnel such as a Trainer may be called on to assist with the process.
- 3.18. At the course counselling interview academic and non-academic issues are to be explored, solutions sought, and the following intervention strategies will be put in place where appropriate:
- Programs and counselling to address academic and non-academic issues.
 - Retaking assessments during the current study period.
 - Training and assessment programs conducted during non-compulsory periods to “catch up” failed units.
 - Undertaking additional units in subsequent study periods to “catch up” with the training program schedule.
 - Student attendance timetable prepared.
 - A fortnightly intervention meeting for the current study period with the CEO or a delegated person will be scheduled.
 - A fortnightly academic involvement report requested from each subject trainer.
- 3.19. Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance. The written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by Canberra Valley Institute. It will be at the discretion of the Canberra Valley Institute (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student at the Canberra Valley Institute with the intention to report.

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Intervention strategy – after completion of a study period

- 3.20. Within 10 working days of the completion of a study period the CEO will review the academic progress of all students in their department and identify those students who are “at risk” of not meeting satisfactory course progress requirements.
- 3.21. Identification of students “at risk” will be accomplished by the Canberra Valley Institute reviewing a current transcript of student progress printed from the student database and completing the relevant section of Canberra Valley Institute course progress record for the course each student is enrolled in.
- 3.22. Being “at risk” of not meeting satisfactory course progress requirements occurs when a student:
- fails more than 50% of units in a study period; or
 - fails two or more units in a study period; or
 - fails a prerequisite unit in a study period; or
 - is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the CEO in accordance with Canberra Valley Institute Completion within the expected duration procedure
- 3.23. All students identified at the end of a study period as being “at risk” of not meeting satisfactory course progress requirements will be sent a warning letter by the CEO requiring them to attend a course counselling interview using the appropriate student course progress warning letter (case 1).
- 3.24. An electronic copy of the warning letter and all other relevant documents will be placed in the
- 3.25. The course counselling interview and fortnightly intervention meetings will be initiated by the CEO, however appropriate personnel such as a Trainer may be called on to assist with the process.
- 3.26. At the course counselling interview academic and non-academic issues are to be explored, solutions sought, and the following intervention strategies will be put in place where appropriate:
- Programs and counselling to address academic and non-academic issues
 - Student attendance timetable prepared
 - Student study timetable prepared
 - A fortnightly intervention meeting for the current study period with the CEO or a delegated person will be scheduled
 - A fortnightly academic involvement report requested from each subject trainer.
 - Retaking assessments
 - Undertaking additional units in subsequent study periods to “catch up” with the training program schedule.
 - Training and assessment programs conducted during non-compulsory periods to “catch up” failed units.
- 3.27. Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance. The written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention

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strategy being identified by the CEO. It will be at the discretion of the Canberra Valley Institute (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student that Canberra Valley Institute intention to implement student behavior procedure.

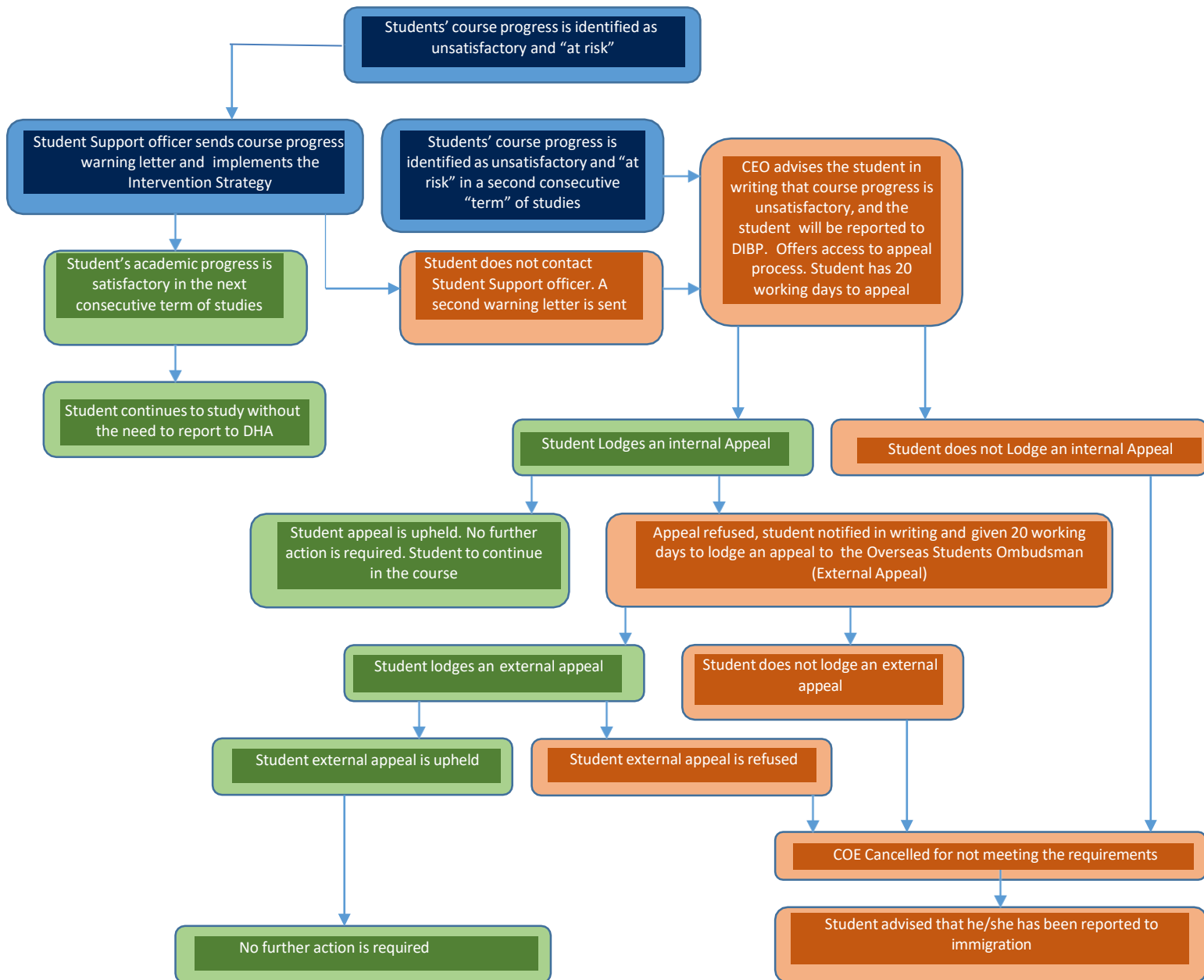
Reporting unsatisfactory course progress to the Department of Education and the Department of Home Affairs (DHA).

- 3.28. Within 10 working days of the completion of a study period the Canberra Valley Institute will review the academic progress of all students and identify those students who have failed 50% or more units in two consecutive study periods.
- 3.29. If a student fails more than 50% of units in two consecutive study periods or otherwise fails to meet course progress requirements, Canberra Valley Institute must notify the student in writing within 5 days of its intention to report the student for not achieving satisfactory academic progress using the appropriate student course progress warning letter. The students must be informed they have 20 working days to appeal to Canberra Valley Institute.
- 3.30. If the appeal is not upheld or the student withdraws from the appeal process, then Canberra Valley Institute must report the student to the Department of Education and the Department of Immigration and Border Protection as soon as practical following the appropriate PRISMS process.
- 3.31. If a student is reported to the Department of Home Affairs (DHA) for unsatisfactory progress the DHA will consider the circumstances of the student through PRISMS information. The Department of Home Affairs (DHA) may issue a Notice of Intention to Consider Cancellation (NOICC) to students' most recent contact details notified to Canberra Valley Institute.
- 3.32. The students may continue to attend class provided they agree to continue to participate in an intervention strategy, pay their fees on time and meet any other academic and participation requirements Canberra Valley Institute requires, unless the Department of Home Affairs (DHA) decides to cancel their visa.
- 3.33. Students who are not identified by this process will be deemed as having satisfactory course progress, however they may later be identified as being "at risk" of not achieving satisfactory course progress and therefore be subject to an intervention strategy.

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FLOWCHART OF COURSE PROGRESS POLICY



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Development & Approval Information

Policy Author:	Sunil Baby
Policy Owner:	CEO
Approval Body:	Director
Policy Status:	<input type="checkbox"/> New Draft <input type="checkbox"/> Updated Draft <input checked="" type="checkbox"/> Current
Key Stakeholders:	CEO Student Support Officer
Date Approved:	December 2024
Approved by:	Director
Date of next review:	March 2025

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2.0	08/01/2025	Approved by CEO

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