

# Course Progress and Intervention Policy and Procedure



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- **Granville Campus (Head Office)**  
Level 1, 16 Good Steet Granville NSW 2142  
0422 092 884 • [info@campbellinstitute.edu.au](mailto:info@campbellinstitute.edu.au)
  - **Parramatta Campus:**  
43-45 Marion Street Parramatta NSW 2150  
0422 092 884 • [info@campbellinstitute.edu.au](mailto:info@campbellinstitute.edu.au)
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## COURSE PROGRESS AND INTERVENTION POLICY AND PROCEDURE

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### 1. PURPOSE

The purpose of this policy is to ensure that Campbell Institute monitors international students to ensure that they can complete their course 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 progress requirements.

This policy intends 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.

This Procedure is in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

### 2. SCOPE

The scope of this document applies to all International Students enrolled at Campbell Institute and the staff who deal with all matters concerning VET International Students.

### 3. DEFINITION

- **CoE:** Confirmation of Enrolment
- **Registered Education Provider:** A registered higher education provider, VET provider, ELICOS, or Foundation Programs provider that provides courses to international students.
- **CRICOS:** Commonwealth Register of Institutions and Courses for Overseas Students
- **National Code:** The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018,
- **ESOS Act:** Education Services for Overseas Students Act 2000
- **DHA:** Department of Home Affairs
- **PRISMS:** Provider Registration and International Students Management System
- **Study Period:** a discrete period of study within a course. Campbell Institute defines the study period as a Trimester or a Semester. Trimesters usually consist of two to three terms plus holidays, and Semesters usually consist of four terms plus holidays (depending on course structure)
- **Unsatisfactory Course Progress:** Where the student has failed to achieve competency in 50% or more of the units required to be completed in any study period based on evidence obtained from the student's assessment tasks and activities.

- **Not Yet Competent (NYC):** The student has failed to meet the assessment requirements.
- **“At risk”:** Any student at risk of not progressing satisfactorily in their course.

#### 4. POLICY STATEMENT

- 4.1 This policy defines the requirements for students to achieve satisfactory academic progression in their course of study and the subsequent processes for those failing to meet such requirements.
- 4.2 Campbell Institute offers a range of services to support students throughout their student journey, so they can complete their course within the expected duration as mentioned in the student's CoE.
- 4.3 In order to ensure a student's satisfactory course progress, Campbell Institute records and monitors course progress for each course for which the student is enrolled. Course progress is assessed throughout the enrolment or study period, whichever is shorter.
- 4.4 Campbell Institute ensures that it identifies, notifies and assists students where there is evidence that the student is 'At Risk' of not meeting course progress requirements or has been determined to be 'not progressing'.
- 4.5 Students are reported to the Department of Education and the Department of Home Affairs via PRISMS if they have not demonstrated satisfactory course progress over two successive study periods.

#### 5. PROCEDURE

##### 5.1 Course Progress Monitoring

- 5.1.1 Each Study Period includes a single Formal Monitoring Point during the last week of the study period. This allows ample time for the submission, assessment marking, and feedback processes to be completed, ensuring that unit competency outcomes are thoroughly reviewed and released.
- 5.1.2 The trainers and assessors are responsible for providing the students with feedback to the student during the study period about their course progress.
- 5.1.3 Identifying, managing, and reporting students who fail to achieve satisfactory academic progress is conducted in the third week of the term break – after the unit of competency outcomes has been finalised and released.
- 5.1.4 Informal monitoring of progression occurs at periodic intervals throughout Study Periods, including after marking of each Term's assessments.

##### 5.2 Identification/Monitoring of Students 'At Risk'

- 5.2.1 Campbell Institute maintains the academic progress records for each course for all students who are enrolled in courses. These records reflect progressively the course progress for each student in each level of the course in which the student is enrolled. Individual course progress details for each student are maintained on the student database.
- 5.2.2 The Academic Officers review these records to identify students who may be at risk of failing their course progress.
- 5.2.3 The Academic Officers will consult with the Campus Manager if there is any uncertainty or more evidence needed to confirm or deny a student's academic progress status.
- 5.2.4 Campbell Institute's commitment lies in the identification, notification, and support of students who exhibit signs of being "At Risk" of not meeting course progress or have been determined as "not progressing."

##### 5.3 Issuance of Warning Letter

- 5.3.1 Where a student is identified as at risk regarding their course progress, Academic Officers send a First Warning Letter for Course Progress requesting the student to attend an intervention meeting.
- 5.3.2 If the first attempt at contact is unsuccessful, Campbell Institute will follow up with the student through phone and email to attend an intervention meeting.
- 5.3.3 If Campbell Institute is still not able to contact the student or if the student has not contacted Campbell Institute, then Campbell Institute will issue a second warning letter.
- 5.3.4 Each attempt to contact the student will be recorded against the student's record in the Student Database Management System.

## **5.4 Intervention Strategies**

- 5.4.1 Intervention meetings are held in the first week of the new Study Period. At this meeting, the academic officers identify and record the reasons for students' lack of course progress. They inform the student at risk that if they continue not to meet course progress requirements, they will be reported to DESA and DHA via PRISMS and that this will affect their visa.
- 5.4.2 Any intervention strategies that are agreed to are clearly and thoroughly taken with any supporting documents (if any) and recorded in the student management system.
- 5.4.3 The Intervention Plan will outline the units the student would be assessed as having failed to meet satisfactory course progress. acknowledged by the student at risk and the terms accepted by both the student and the student support officer.
- 5.4.4 The Academic officers, in conjunction with the trainer/assessor, will monitor the student's adherence to the terms of the Intervention Plan and take appropriate action or adjust the Intervention Plan as required, should the student deviate from these terms.
- 5.4.5 Where the student continues to fail to demonstrate satisfactory course progress as stipulated in the Intervention Plan, a Second Warning Letter is sent to the student requiring them to attend a meeting. In this meeting, the student will be notified that if they continue to demonstrate unsatisfactory course progress, they will receive a Notice of Intention to Report for Unsatisfactory Course Progress. If required, student's the Intervention Plan will be adjusted to meet the course progress requirements.

## **5.5 Notice of Intention to Report**

- 5.5.1 A student will be defined as not making satisfactory course progress if:
  - The student fails to maintain satisfactory course progress requirements despite the intervention plan;
  - Has been issued with a second warning letter and continues to disregard the warning letter and does not contact the institute;
  - Is not contactable by the Institute once issued a first and second warning Letter.
- 5.5.2 Where a student is identified as not making satisfactory course progress, a Notice of Intention to Report letter will be issued via email.

## **5.6 Appeal**

- 5.6.1 The written notice will inform the student that they will have twenty (20) working days in accordance with Standard 10 of the National Code (Complaints and Appeals) starting from the date of issue of the Notice of Intent to Report Letter to access the Campbell Institute's complaints and appeals process.

5.6.2 Students who choose to access the appeal process will not be reported if they appeal within 20 business days indicating Campbell Institute's intention to notify.

5.6.3 Students must continue to attend sessions during the appeals process as specified in Campbell Institute Complaints and Appeals Policy and Procedure.

## 5.7 Report Student to the Department of Home Affairs

Campbell Institute will notify student's unsatisfactory course progress to the Department of Education and the Department of Home Affairs through PRISMS within 30 days after any appeal process has been exercised and exhausted. The decision to report and cancel a student's enrolment will be actioned, under the following circumstances:

- The student chooses not to access the internal complaints and appeals process within the 20 working days period;
- The student does not act on the opportunity to internal appeal and 20 working days have elapsed from the date of issue of the Notice of Intent to Report.
- The student chooses not to access the external complaints and appeals process within the 20 working days of the internal appeal outcome (where the outcome is not in favour of the student);
- The internal and external complaints processes have been completed and the outcome is not in favour of the student;
- The student, in writing, withdraws from the internal or external complaints and appeals process within 20 working days from the date of issue of the Notice of Intent to Report.

## 6. Review and Improvement

The Compliance Manager will conduct an annual internal audit to confirm that:

- All staff consistently comply with this procedure and all applicable regulatory and legislative requirements including the ESOS Act; and
- The procedure complies with all applicable regulatory and legislative requirements including the ESOS Act.

## 7. Associated Documents

- Letter of Offer and Student Agreement
- Student Handbook
- Complaint and Appeal Policy and Procedure
- Fees and Refund Policy and Procedure

### VERSION CONTROL

| Version Number | Date       | Document Name:   | Description of changes | Approved By          | Date of next review                                     |
|----------------|------------|--|------------------------|----------------------|---|
| 1.0            | 01.02.2021 | SC9-I Course Progress and Attendance PP                      | • Released for comment | Harpreet Singh (CEO) | 01.06.2023  |
| 1.1            | 30.11.2023 | Campbell Institute Course Progress Policy and Procedure V1.1 | • Updated procedures   | Harpreet Singh (CEO) | 30.11.2024 or earlier when the Training Package changes |