

# Course Progress Policy and Procedure

## 1. Purpose

This policy outlines the policy and procedure in which course progress is undertaken and determined. This policy has been developed in line with the requirements of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, the Education Services of Overseas Students Act 2000 (ESOS Act 2000) and Standards for Registered Training Organisations (RTOs) 2015.

## 2. Scope

This policy applies to all active / In-Progress students enrolled in any course(s) at DNA Kingston Training.

## 3. Statement

3.1 Overseas students must make satisfactory course progress as a condition of their student visa.

3.2 DNA Kingston must:

- monitor the overseas student's course progress;
- identify and offer support to those at risk of not meeting course progress requirements; and
- only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa; and

### 3.3 Monitoring course progress and attendance

3.3.1 DNA Kingston informs overseas students before they begin a course about the requirements to achieve satisfactory course progress requirements, in their Offer.

3.3.2 The expected duration of study specified on the overseas student's Confirmation of Enrolment (CoE) must not exceed the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered duration for the course. DNA Kingston monitors the progress of overseas students to ensure they are able to complete the course within the expected duration specified on the CoE.

3.3.3 DNA Kingston Training has documented policies and processes in place to identify, notify and assist overseas students who are at risk of not meeting course progress requirements. Refer to DNA Kingston Training's **Assessment Policy and Procedure** on our website.

3.3.4 This includes processes to determine the point at which the overseas student has failed to meet satisfactory course progress.

### 3.4 Course progress requirements

3.4.1 DNA Kingston Training is not required to monitor attendance as part of course progress. However, poor attendance is directly linked to the ability of a student to meet course progress requirements and will be considered as part of any intervention strategy.

3.4.2 DNA Kingston Training assists overseas students through an intervention strategy if they are not achieving satisfactory course progress.

### 3.5 Reporting overseas student visa holders

3.5.1 DNA Kingston Training must report overseas students who do not meet course progress.

3.5.2 If DNA Kingston Training has assessed that the overseas student is not meeting course progress requirements in accordance with its policies, DNA Kingston Training will give the overseas student a written notice of its intention to report, advising the overseas student of their right to access DNA Kingston Training's internal complaints and appeals process within 20 working days.

3.5.3 DNA Kingston will maintain the overseas student's enrolment by only reporting a breach of course progress or attendance in Provider Registration and International Student Management System (PRISMS) if:

- the internal and external complaints processes have been completed and the breach has been upheld;
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period;
- 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.

### 3.6 Extending course duration

3.6.1 DNA Kingston Training will only extend the overseas student's enrolment if:

- DNA Kingston Training has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment;
- DNA Kingston Training has implemented, or is in the process of implementing, an intervention strategy for the overseas student who is at risk of not meeting course progress requirements; or
- an approved deferral or suspension of the overseas student's enrolment has occurred.

3.6.2 If DNA Kingston Training extends the duration of an overseas student's enrolment and the student's visa will expire prior to completion of the course, the student will need to apply for a new Student visa (subclass 500) to complete their study.

3.6.3 'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies;

- a traumatic experience, which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports); or
- where DNA Kingston Training was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

3.6.4 When determining whether compassionate or compelling circumstances exist, DNA Kingston Training will consider documentary evidence provided to support the claim and will keep copies of these documents in the overseas student's file.

### 3.7 Course Progress Procedures

DNA Kingston Training assesses each student's progress at the end of each compulsory study period. At DNA Kingston Training, each study period is defined as 10 weeks duration.

### 3.8 Unsatisfactory progress

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units studied in that study period.

### 3.9 Intervention Strategy

3.9.1 At the end of each compulsory study period, students must be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, an intervention strategy is implemented. The intervention strategy is activated within the first four weeks of the following study period.

However, if DNA Kingston Training identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, DNA Kingston Training will implement its intervention strategy as early as practicable.

3.9.2 At the end of each study period, any student that has not demonstrated competency in at least 50% of the units studied in that study period will be requested to attend a meeting with the Director or delegate.

3.9.3 The intervention strategy is activated and an intervention plan will be devised with the student.

3.9.4 The intervention strategy will include provisions for:

- i. where appropriate, advising students on the suitability of the course in which they are enrolled;
- ii. assisting students by advising of opportunities for the students to be reassessed for tasks in units to demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- iii. advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DHA and cancellation of his or her visa, depending on the outcome of any appeals process.

### 3.10 Notification of Intention to Report

3.10.1 If a student is identified as not making satisfactory course progress in a **second consecutive compulsory** study period in a course, DNA Kingston Training must notify the student of its intention to report the student to DHA for unsatisfactory progress. DNA Kingston Training does this through a written notice.

3.10.2 The written notice (of intention to report the student for unsatisfactory progress) must inform the student that he or she is able to access DNA Kingston Training's complaints and appeals process, and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

- i. DNA Kingston Training's failure to record or calculate a student's marks accurately,
- ii. compassionate or compelling circumstances, or
- iii. DNA Kingston Training has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

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

- i. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), the provider does not report the student, and there is no requirement for intervention.
- ii. 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 must be provided to the student through the provider's intervention strategy, and the provider does not report the student

3.10.4 Where:

- i. the student has chosen not to access the complaints and appeals processes within the 20-working day period,
- ii. the student withdraws from the process, or
- iii. the process is completed and results in a decision supporting DNA Kingston Training,

the student is reported through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

### Notes: Reporting students for unsatisfactory progress

- Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in two **consecutive** compulsory study periods, and the student has not made a successful appeal against this assessment.
- If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, DNA Kingston Training **does not** report the student for unsatisfactory course progress.

### Compassionate or compelling circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- a traumatic experience which could include but is not limited to:
  - involvement in or witnessing of an accident or
  - a crime committed against the student or
  - the student has been a witness to a crime

and this has impacted on the student (these cases should be supported by police or psychologists' reports).

The above are only some of examples of what may be considered compassionate or compelling circumstances. DNA Kingston Training will use professional judgment and assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, DNA Kingston Training will consider documentary evidence provided to support the claim. DNA Kingston Training will keep copies of these documents, together with a record of why the decision was made, in the student's file.

**Kingston Training and Employment Pty Ltd**



**RTO 6811 CRICOS 02899B**

<b>Policy Title</b>	Course Progress Policy and Procedure
<b>Policy Renewal</b>	Every 2 years
<b>Responsibility</b>	Compliance Manager

## Record of updates and changes

Version No.	Issue Date	Nature of Amendment
Version 01	Aug 2024	Materials Designed
Version 02	Sept 2024	Included reference to Assessment Policy and Procedure