



VET Course Progress Policy and Procedure

1. Policy

- 1.1 This policy and procedure applies to international students undertaking a Vocational Education & Training (VET) course at Joan Lawman College.
- 1.2 The purpose of this policy and procedure is to ensure that international student course progress is monitored, reviewed, and intervention action is taken when a student is in danger of not achieving satisfactory course progress or completing their course within the scheduled timeframe.
- 1.3 Students who are “at risk” or “at high risk” of not meeting satisfactory course progress requirements are identified through the procedures in this document, provided the opportunity to discuss underlying issues, counselled and placed on an intervention strategy.
- 1.4 All causes of unsatisfactory progress or being “at risk” or “at high risk” are considered including academic causes and personal/ welfare issues.
- 1.5 The course progress of each student is monitored during and at the end of each study period.
- 1.6 Where the College has assessed the student as not meeting satisfactory course progress over two consecutive study periods, the College will inform the student in writing of its intention to report the student and that he or she is able to access the College complaints and appeals process within 22 working days of being notified of a College decision.
- 1.7 Student who are reported to the Department of Education (DoE)/ Department of Home Affairs (DHA) for failing to achieve satisfactory course progress requirements may have their enrolment and student visa cancelled.
- 1.8 This policy and procedure is implemented in accordance with the requirements of the National code of practice 2018 standards 8 and 9.
- 1.9 The CEO is responsible for the implementation of this procedure.

Definitions

- 1.10 A study period for Vocational Education and Training (VET) courses is defined as one semester – two terms.. Refer to the table below for further details on individual course study periods.
- 1.11 Being “at risk” of not achieving satisfactory course progress occurs when a student:
 - is assessed as having failed/ deemed Not Yet Competent in the number of units of competence indicated in the table below, either during or at the end of a study period (refer to each course in the table for further details)
 - is unable to successfully complete a course within the expected duration
 - is assessed as unsatisfactory in one assessment in a pre-requisite unit
 - is assessed as Not Yet Competent (NYC) in a pre-requisite unit
 - is identified by a trainer as at risk or at high risk of not achieving satisfactory course progress

Being ‘at high risk’ of not achieving satisfactory course progress occurs when a student:

- is assessed as having failed/ deemed NYC in 50% or more of the units in one study period and NYC in the number of units indicate in the table below in the following study period. (refer to each course in the table below for details)
- unable to successfully complete a course within the expected duration
- is identified by a trainer as at high risk of not achieving satisfactory course progress



Course Name	Course Duration (weeks)	Total study weeks	Term duration/ study Periods	At risk of not achieving satisfactory course progress	At high risk of not achieving satisfactory course progress
Certificate III in Business 13 units of Competence in total	52 Weeks	4 x 10 week terms = 40 Weeks	Term duration - 10 weeks. Duration of study period - 20 weeks. 2 study periods.	Student has failed/deemed NYC in two or more units of competence during or at the end of a study period	Student has failed/deemed NYC in 50% or more of the units in one study period and two or more units in the following study period
Certificate IV in Business 12 units of Competence in total	52 Weeks	4 x 10 week terms = 40 Weeks	Term duration - 10 weeks. Duration of study period - 20 weeks. 2 study periods	Student has failed/deemed NYC in two or more units of competence during or at the end of a study period	Student has failed/deemed NYC in 50% or more of the units in one study period and two or more units in the following study period
Diploma of Business 12 units of competence in total	52 Weeks	4 x 10 week terms = 40 Weeks	Term duration - 10 weeks. Duration of study period - 20 weeks. 2 study periods	Student has failed/deemed NYC in two or more units of competence during or at the end of a study period	Student has failed/deemed NYC in 50% or more of the units in one study period and two or more units in the following study period
Advanced Diploma of Business 10 units of competence in total	78 Weeks	6 x 10 week terms = 60 Weeks	Term duration - 10 weeks. Duration of study period - 20 weeks. 3 study periods	Student has failed/deemed NYC in two or more units of competence during or at the end of a study period	Student has failed/ deemed NYC in 50% or more of the units in one study period and two or more units in the following study period.
Certificate III in Commercial Cookery 25 units of competence in total	52 Weeks	4x10week=40 weeks	Term duration - 10 weeks. Duration of study period - 20 weeks. 2 study periods	Student has failed/deemed NYC in five or more units of competence during or at the end of a study period	Student has failed/ deemed NYC in 50% or more of the units in one study period and five or more units in the following study period.
Certificate IV in Kitchen Management 33 units of competence in total	78 Weeks	6X10week=60 weeks	Term duration - 10 weeks. Duration of study period - 20 weeks. 3 study periods	Student has failed/deemed NYC in four or more units of competence during or at the end of a study period	Student has failed/ deemed NYC in 50% or more of the units in one study period and four or more units in the following study period.
Diploma of hospitality management 28 units of competence in total	78 Weeks	6 x 10 week terms = 60 Weeks	Term duration - 10 weeks. Duration of study period - 20 weeks. 3 study periods	Student has failed/deemed NYC in three or more units of competence during or at the end of a study period	Student has failed/ deemed NYC in 50% or more of the units in one study period and three or more units in the following study period.
Advanced Diploma of Hospitality Management 33 units of competence in total	104 Weeks	8 x 10 week terms = 80 Weeks	Term duration - 10 weeks. Duration of study period - 20 weeks. 4 study periods	Student has failed/deemed NYC in four or more units of competence during or at the end of a study period	Student has failed/ deemed NYC in 50% or more of the units in one study period and four or more units in the following study period.
Certificate III in Patisserie 21 units of competence in total	52 Weeks	4x10week=40 weeks	Term duration - 10 weeks. Duration of study period - 20 weeks. 2 study periods	Student has failed/deemed NYC in four or more units of competence during or at the end of a study period	Student has failed/ deemed NYC in 50% or more of the units in one study period and four or more units in the following study period.
Certificate IV in Patisserie 32 units of competence in total	78 Weeks	6 x 10 week terms = 60 Weeks	Term duration - 10 weeks. Duration of study period - 20 weeks. 3 study periods	Student has failed/deemed NYC in four or more units of competence during or at the end of a study period	Student has failed/ deemed NYC in 50% or more of the units in one study period and four or more units in the following study period.

Satisfactory and unsatisfactory course progress

1.12 Being assessed as “unsatisfactory” for a completed assessment task means the student has failed to demonstrate satisfactory performance/ competence during the assessment task. i.e. the student has failed the assessment task.

(Student performance is only deemed unsatisfactory for an assessment task after they have failed to demonstrate satisfactory performance/ competence in 3 permitted assessment attempts).



- 1.13 Being assessed as “satisfactory” for a completed assessment task means the student has demonstrated satisfactory performance/ competence during the assessment task. i.e. the student has passed the assessment task.
- 1.14 Being assessed as Not Yet Competent for a completed unit means the student has failed to demonstrate satisfactory performance/ competence during one or more of the assessments for the unit of competence. i.e. the student has failed one or more of the assessment tasks.
- 1.15 Being assessed as Competent for a completed unit means the student has demonstrated satisfactory performance/ competence during all the assessment tasks for the unit of competence. i.e. the student has passed the assessment unit.
- 1.16 Unsatisfactory course progress is defined as failing/ deemed Not Yet Competent in 50% or more of the units of competency in two successive study periods for the course in which a student is enrolled.
- 1.17 Satisfactory course progress means that a student has not met the criteria for being identified as having unsatisfactory course progress.
- 1.18 Students who are identified as meeting the criteria for unsatisfactory course progress in two consecutive study periods are reported to the Department of Home Affairs (DHA). This may negatively impact their enrolment at JLC and their student visa.
- 1.19 Prior approval for an absence or submitting a medical certificate from a registered medical practitioner does not remove the “at risk” or “at high risk” status as prolonged absences for any reason place a student at risk of failing to achieve satisfactory course progress.

Procedure

2. Monitoring course progress

- 2.1 Trainers/ assessors monitor student participation in class, completion of in class/ homework activities, and formative assessment results to ascertain levels of skill development, knowledge, understanding and course progress. Trainers regularly provide feedback and discuss course progress with students on an individual basis.
- 2.2 Trainers/ assessors provide written feedback to students about their assessment tasks within two weeks of submission of tasks
- 2.3 Trainers will identify students who are “at risk” or “at high risk” of failing to achieve satisfactory course progress when providing assessment feedback. Intervention strategies will be negotiated and initiated through meetings where required. Trainers will liaise with the Training Manager and other relevant staff about all students identified “at risk” or “at high risk” of failing to achieve satisfactory course progress and intervention strategies.
- 2.4 Summative assessment test results are recorded in the Student Management System (SMS). Each week the Training Manager will review the course progress of all students in the SMS and identify students who are “at risk” or “at high risk” of failing to achieve satisfactory course progress. This is undertaken during term time and holidays.
- 2.5 Students who are identified as ‘at risk’ or “at high risk’ are invited to attend an intervention meeting with their trainer and/ or the Training Manager. This may be arranged in class (as per clauses 2.2 of this document) by the trainer or at a later date. Letters are sent to all students identified as ‘at risk’ or ‘at high risk’ of failing to achieve satisfactory course progress.
- 2.6 The Training Manager is responsible for development, communication of and retention all records associated with the implementation and actioning of this policy and procedure in relation to maintaining and updating student records and files.
- 2.7 Trainers/ assessors are responsible for communicating with students during class time on course progress, recording course progress and ensuring all records of assessment submissions and course progress are maintained and processed in accordance with this policy and procedure.



3. Intervention

- 3.1 Intervention meetings take place as soon as possible and no more than 10 working days from students being identified 'at risk'.
- 3.2 The purpose of the intervention meeting is to identify the underlying reasons for the unsatisfactory course progress and negotiate, agree, document and initiate an intervention strategy.
- 3.3 Depending on the underlying reasons affecting the student's course progress either academic and/ or personal welfare support services will be offered.
- 3.4 Where appropriate, staff may discuss and advise students on the suitability of the course in which they are enrolled. This will occur when the student has indicated reasons for the course progress that relate to the course not addressing their current learning needs. In such cases students may be transferred to other suitable courses within JLC or advised of their options external to JLC.
- 3.5 For students with academic issues an intervention strategy is negotiated by the trainer and student at the intervention meeting. This is provided to the student in writing and signed.

Where students identify that the underlying reasons for unsatisfactory course progress are personal/ welfare issues the Student support officer and/ or the external welfare counsellor will arrange a subsequent meeting with the student where an intervention strategy will be negotiated, agreed and implemented. This is provided to the student in writing and signed.

- 3.6 For students with personal/ welfare issues the Student support officer and/ or external welfare counsellor will advise the Training Manager of the implications of the issue. The issue will remain confidential. The internal external welfare officer will maintain documentation of the underlying issue.
- 3.7 If the student has personal issues that do not require counselling support services the Student Support officer will provide support to the student. E.g. provide accommodation advice, career progress advice, advice on how to find a job, accessing health care, issues around the practicalities of living and studying in Melbourne.
- 3.8 If the student has personal / welfare issues that require access to a counselor JLC will arrange for the student to visit the external student support counsellor. Students who wish to access this service should contact the student support officer at the campus or e-mail at info@jlc.edu.au.
- 3.9 The external welfare counsellor will liaise with the Student support officer throughout the process.
- 3.10 The student (with either personal/ welfare or academic issues) will attend a review meeting every two weeks with the nominated staff in the intervention strategy document. The effectiveness of the intervention strategy is monitored and adjusted if necessary.
- 3.11 Each meeting, agreement, adjustment and communication during this process is documented and placed in the students file.
- 3.12 A revised course schedule, study and/ or attendance arrangements, delivery and assessment arrangements may be negotiated with the student. (where appropriate).
- 3.13 Appropriate staff contribute to student's intervention strategies.
- 3.14 The guidelines in the unit of competency are accessed along with specialist guidance/ information on allowable adjustment/ adjustments to assessment (where appropriate).
- 3.15 At the intervention meetings the commitment to and effectiveness of the intervention strategy are reviewed. Intervention strategies may include the following support:
 - Arrange access to the external welfare counsellor where strategies and support mechanisms may be developed and implemented
 - Language, literacy and numeracy support
 - Study support,
 - Managing study load,



- Helping students adjust to the learning and assessment system
- Homework issues
- Reviewing learner materials with the student
- Liaising with trainers to arrange the provision of support e.g. extra tuition, materials, exercises, amendments to timetables
- Arranging access to supplementary reference materials
- Arranging for supplementary exercises to develop understanding
- Arranging access to computers
- Arranging access to modified resources
- Liaising with assessors to provide opportunities to re-attempt assessments this may be during term time or holiday periods
- Providing guidance with organisation/ time management skills
- Timetable amendments
- Referral to external support services

3.16 There is no defined period of time for an intervention strategy.

3.17 If a student does not respond to 'at risk' or 'at high risk' warning letter/ s and attend an intervention meeting within 10 working days of dispatch, they will be notified the outcome of their non-communication/ non-attendance at the intervention meeting, in a Breach of Code of conduct warning letter. This will inform the student that they have breached the Joan Lawman College Code of conduct'.

3.18 The Breach of Code of conduct warning letter reminds students of the importance of attending the intervention meeting, committing to the course, accessing the support services and the outcome of continued non-communication, attendance and commitment to their course.

3.19 If a student does not respond to the Breach of Code of conduct warning letter inviting them to attend the intervention meeting within 10 working days from dispatch, they will be notified of Joan Lawman College's intention to cancel their enrolment and report them to the Department of Home Affairs. The student is notified in this Breach of Code of conduct intention to report letter they have 22 working days from the date of the letter to access the appeals process if they think they have grounds for an appeal.

3.20 If no communication is received from the student after 22 working days from the date of the Breach of Code of conduct intention to report letter and the student has not accessed the appeals process within this time, or the student's appeal is not upheld, or the student withdraws from the process Joan Lawman College will cancel the student's enrolment and report them to the Department of Home Affairs.

3.21 Students who access the appeals process will have their enrolment maintained, must attend all scheduled classes and meet all course requirements during the appeals process.

4. Intervention - completion

4.1 The intervention strategy will last for as long as appropriate.

4.2 The student is required to commit to the agreed intervention strategy negotiated.



- 4.3 Students who do not commit and fail to abide by the terms of the intervention strategy or after intervention do not achieve pass/ be deemed NYC in assessments re-attempted are invited to a meeting with the Training Manager.
- 4.4 At the meeting the reasons/ circumstances for the lack of progress are identified and the Training Manager (with input from appropriate internal/ external stakeholders) will decide whether to implement another intervention strategy and inform the student of JLC's intention in writing.
- 4.5 All students regardless of whether on an intervention or not who fail to achieve satisfactory course progress over two consecutive study periods, are notified of the College's intention to cancel their enrolment and report them to the DoE/ DHA.
- 4.6 The student is notified in the College's intention to report letter that they have 22 working days from the date of the letter to access the appeals process if they think they have grounds for an appeal.
- 4.7 If a student does not access the appeals process within 22 working days from the date of the intention to report letter, or the student's appeal is not upheld, or the student withdraws from the process JLC will cancel the student's enrolment and report them to the DoE/ DHA.
- 4.8 Students who access the appeals process will have their enrolment maintained, must attend all scheduled classes and meet all course requirements during the appeals process.

5. Warning letters

- 5.1 Warning letters are posted the same day they are generated.
- 5.2 Students will be sent a first course progress warning letter if they have been identified as 'at risk' of failing to achieve satisfactory course progress either during or at the end of a study period.
- 5.3 Students will be sent a second course progress warning letter if they have been identified as 'at high risk' of failing to achieve satisfactory course progress either during or at the end of a study period.
- 5.4 Students who do not respond to the Course progress warning letters will be sent a 'Breach of Code of conduct' warning letter.
- 5.5 The Course progress warning letters will also:
 - remind students of the requirement to maintain satisfactory course progress,
 - remind students of the impact of not maintaining satisfactory course progress on their enrolment at JLC and student visa
 - request students to contact the College and access support/ initiate intervention
 - if students are already on an intervention strategy inform them of the increased risk of being reported to DoE/ DHA
 - remind students of their right to appeal JLC decisions,
 - remind students of JLC's requirements for reporting international students to DoE/ DHA
- 5.6 Students who fail to achieve satisfactory course progress over two consecutive study periods are sent "intention to report letters". The letters provide the following information:
 - inform the student they have failed to achieve satisfactory course progress over two consecutive study periods
 - outline the support JLC has provided and outcomes of this support
 - remind the student that under the requirements of the ESOS Act JLC is required to report international students for failing to achieve satisfactory course progress over two consecutive study periods
 - remind students of their right to appeal JLC decisions and provide timelines for appealing and the process.
 - provide information on options for what to do next and contact details
- 5.7 Course progress warning letters will be sent regardless if the student is undertaking and committed to a current intervention strategy.



6. Reporting international students for unsatisfactory course progress to DoE/ DHA

- 6.1 During each study period and within 5 working days of the end of a study period the Training Manager reviews the course progress of all VET students. The Training Manager identifies students who have failed/ assessed as NYC in 50% of the units of competency in their course for two consecutive study periods. i.e. failed to achieve satisfactory course progress.
- 6.2 If a student fails to achieve satisfactory course progress then the student is forwarded written notification within 5 days of identifying the student as meeting this criterion. The notification informs the student of the College intention to report the student to DoE/ DHA for failing to achieve satisfactory course progress. The Course progress- Intention to report letter is used.
- 6.3 The student is informed they have 22 working days from the date on the 'Intention to report' letter to appeal (includes internal and external appeals) the decision to the College and asked if there are circumstances that are preventing the student from appealing e.g. sickness or ill-health).
- 6.4 If an internal or external appeal is not lodged or lodged but not upheld or the student withdraws from the internal or external appeal process then the College will report the student to DoE/ DHA.
- 6.5 The College reports the student within 10 working days of the completion of the processes/ time periods identified in item 6.3.
- 6.6 If a student is reported to DoE/ DHA for unsatisfactory progress, a breach notice will be generated through PRISMS, is sent to the student's current address held by the College and a copy placed on the students file.
- 6.7 The letter also advises students to contact DHA.
- 6.8 A copy of all warning letters is stored in the student file.
- 6.9 International student enrolments are cancelled in accordance with the Defer, suspend and cancel enrolment policy and procedure.

Documents to be employed when implementing this policy and procedure:

- Course progress monitoring record
- Intervention meeting records
- International student handbook
- Attendance register
- Attendance letters
- Student support policy and procedure
- International student orientation form
- Complaints and appeals external student support counsellor policy and form
- SMS
- Attendance monitoring spreadsheet
- Attendance policy and procedure
- Defer, suspend or cancel enrolment policy and procedure
- Completion within expected duration policy and procedure
- Student file and academic records

Revision history

Revision Date	Comment	Revised by
1/2/18	Policy and procedure created	CEO



Sep 19	Amended	CEO
Dec 20	Amended	CEO
Oct 22	Amended	CEO
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