

## **Monitoring International Students' (VET) Academic Progress Policy & Procedures**

### **1.0 Scope**

This policy applies to all international students enrolled in VET courses at Princeton International College and to all staff involved in student academic progress monitoring, intervention, support and reporting processes.

### **2.0 Policy**

This policy supports compliance with the Education Services for Overseas Students Act 2000 (ESOS Act), Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code), Standards for Registered Training Organisations 2025 and other applicable regulatory requirements.

Princeton International College monitors, records and assesses the course progress of each international student enrolled in a VET course in accordance with this policy and procedure.

Princeton International College adopts a supportive and early intervention approach to course progress monitoring to ensure students are identified and supported at the earliest possible stage where concerns regarding academic progress arise.

Where concerns regarding student disengagement, non-contactability or reduced participation are identified, Princeton International College may also manage the matter in conjunction with the Student Engagement and Non-Attendance Policy and Procedure to ensure appropriate welfare checks, student support and engagement monitoring processes are implemented.

2.1 Princeton International College maintains and implements documented policies and procedures for monitoring student course progress. These procedures are made available to staff and students and specify:

- a. requirements for achieving satisfactory course progress
- b. processes for assessing satisfactory course progress
- c. intervention processes for students identified as being at risk of unsatisfactory course progress
- d. processes for determining when a student has failed to meet satisfactory course progress requirements
- e. processes for notifying students where satisfactory course progress requirements have not been achieved
- f. processes for recording intervention actions, support strategies and student communications

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2.2 Princeton International College assesses each student's course progress at the end of each study period/term in accordance with the relevant Training and Assessment Strategy (TAS) and course schedule.

For current VET courses delivered by Princeton International College, course progress is generally monitored across four (4) study periods/terms throughout the course duration.

2.3 Satisfactory course progress is assessed based on the number of units in which a student is assessed as Competent (C) within a study period/term.

To achieve satisfactory course progress, students must achieve competency in at least 50% of the units assessed within a study period.

2.4 Princeton International College implements a staged academic progress monitoring and intervention process to ensure students are informed, supported and provided with opportunities to improve their academic performance before any reporting action is considered.

### **The staged process includes:**

#### **a. Notification Stage**

Students identified as being at risk of falling below satisfactory course progress requirements for a study period may be issued with a notification letter advising them of concerns regarding their academic performance and the potential consequences of continued unsatisfactory progress.

#### **b. First Warning Stage**

Where a student's academic progress falls below 50% for a completed study period, the student will be issued with a First Warning Letter – Unsatisfactory Academic Progress.

Students will be required to attend an intervention meeting to discuss their academic progress, support needs and strategies to improve performance in the following study period.

#### **c. Second Warning Stage**

Where a student continues to be at risk of unsatisfactory course progress following the First Warning stage, including where academic progress remains significantly below expected levels in the following study period, the student may be issued with a Second Warning Letter and required to attend further intervention meetings and support activities.

#### **d. Notice of Intention to Report Stage**

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Where a student fails to achieve satisfactory course progress for two consecutive study periods, Princeton International College may issue a Notice of Intention to Report the student via PRISMS in accordance with ESOS requirements.

Students will be informed of their right to access the Complaints and Appeals process and will be provided with 20 working days to lodge an appeal.

2.5 Princeton International College ensures that all reasonable efforts are made to support students identified as being at risk of unsatisfactory course progress through intervention strategies, academic support and student support services.

2.6 Student academic progress records, intervention actions, warning letters, meetings, communications and support strategies are accurately maintained within the Student Management System (Wisenet) and authorised institutional records to support ongoing monitoring, compliance and early intervention processes.

2.7 All staff are made aware of the requirements of this policy through induction, staff meetings, internal updates and continuous improvement activities. Students are informed of academic progress requirements during enrolment, orientation and throughout their studies. Information regarding course progress requirements, intervention processes and potential PRISMS reporting obligations is also included within the Student Handbook and orientation processes.

Students are informed of academic progress requirements during enrolment, orientation and throughout their studies.

### **3.0 Procedure**

3.1 Princeton International College ensures that student academic progress monitoring and intervention practices are implemented in a professional, consistent and compliant manner.

The Training Manager is responsible for coordinating day-to-day academic progress monitoring activities and works under the oversight of the Chief Executive Officer (CEO).

The Student Support Officer assists in supporting students identified as at risk of unsatisfactory course progress or disengagement.

Roles and responsibilities relating to course progress monitoring, intervention and student support are documented within relevant position descriptions and organisational policies and procedures.

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The CEO maintains overall responsibility for governance, compliance oversight and monitoring of academic progress reporting requirements under the ESOS Act 2000 and National Code 2018.

3.2 Student academic performance is recorded within the Course Progress Results Sheet and the Student Management System (Wisenet). These records calculate and monitor academic progress for each study period based on the number of units assessed and the assessment outcomes achieved by the student.

3.3 Trainer/Assessors are allowed up to two (2) weeks to complete the marking of submitted assessments.

All students are assessed as either Competent (C) or Not Yet Competent (NYC) for each unit within the qualification in which they are enrolled.

Where a student does not attend a scheduled assessment activity, does not submit required assessment tasks, or does not demonstrate the required competency outcomes, the assessment result may be recorded as Not Yet Competent (NYC) in accordance with the Training and Assessment Policy and Procedure.

Assessments are conducted by qualified trainers and assessors using Princeton International College's approved assessment tools, methods and recording processes.

All academic results are entered into the Student Management System (Wisenet) by authorised administrative staff under the oversight of the CEO.

Where a student does not attend a scheduled assessment activity, does not submit required assessment tasks, or does not demonstrate the required competency outcomes, the assessment result may be recorded as Not Yet Competent (NYC) in accordance with the Training and Assessment Policy and Procedure.

3.4 Trainers and assessors are responsible for ensuring that all relevant academic records, including the Student Academic Result Sheet and Student Assessment Summary Sheet, are updated following completion of assessments and recording of outcomes.

For example, where six (6) units are assessed within a study period and a student achieves Competent (C) in four (4) units and Not Yet Competent (NYC) in two (2) units, the student's academic progress for that study period would be calculated as 66.67%.

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3.5 Academic progress records are checked regularly by the Training Manager and Administration Officer for currency, completeness and accuracy under the oversight of the CEO.

### **4.0 Monitoring Student Academic Performance**

4.1 The Training Manager, under the oversight of the CEO, monitors student academic performance through the Course Progress Results Sheet, Wisenet records and intervention monitoring records.

Monitoring activities are conducted on a weekly basis to identify students at risk of unsatisfactory course progress at the earliest possible stage.

Where a student is identified as being at risk of not meeting course progress requirements, the student may be added to the Intervention Monitoring Database to record intervention actions, communications, support strategies and ongoing monitoring activities.

4.2 At appropriate intervals, and generally on a weekly basis, the Training Manager reviews the academic progress of all students and monitors the following:

#### **a. Students identified as being at risk of unsatisfactory course progress**

Where a student falls below 60% academic progress within a study period, or where the trainer identifies that the student is at risk of not achieving satisfactory course progress, the student may be issued with a Notification Letter.

The Notification Letter advises the student that their academic performance is below expected levels and that failure to achieve competency in further units may result in unsatisfactory course progress.

Students are also informed that failure to achieve satisfactory course progress for two consecutive study periods may result in reporting via PRISMS to the Department of Home Affairs in accordance with ESOS requirements.

Students may also be offered student wellbeing support, academic support and intervention assistance where required.

Please Note:

Where a course has two (2) or fewer units delivered within a study period, the Notification Letter may be issued where a student fails a single unit or falls below 50% academic progress.

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### **b. Students falling below 50% academic progress for a completed study period**

Where a student's academic progress falls below 50% for a completed study period, a First Warning Letter – Unsatisfactory Academic Progress will be issued.

The student will be required to attend an intervention meeting with the Training Manager and/or Student Support Officer to discuss their academic progress, support needs and strategies required to improve performance during the following study period.

Students may invite a support person or third party representative to attend the meeting if required.

### **c. Students identified as continuing to be at risk following a previous warning**

Where a student continues to demonstrate poor academic progress after previously falling below satisfactory course progress requirements, including where academic progress remains below 75% during the following study period, the student may be issued with a Second Warning Letter. The second warning stage is used as an early intervention and monitoring mechanism to support students before a reportable breach occurs.

The Second Warning Letter advises the student that they remain at risk of breaching course progress requirements and may be reported via PRISMS if satisfactory course progress is not achieved.

The student will be required to attend further intervention meetings with the Training Manager and/or Student Support Officer.

Intervention discussions, agreed support strategies and monitoring actions will be documented within the Intervention Summary Sheet and Intervention Monitoring Database.

### **d. Students failing to achieve satisfactory course progress for two consecutive study periods**

Where a student fails to achieve satisfactory course progress for two consecutive study periods, Princeton International College may issue a Notice of Intention to Report – Unsatisfactory Course Progress.

The student will be informed that Princeton International College intends to report the student via PRISMS to the Department of Home Affairs for unsatisfactory course progress.

The student will also be informed of their right to access the Complaints and Appeals process and will be provided with twenty (20) working days to lodge an appeal.

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4.3 If the student does not access the appeals process within twenty (20) working days, withdraws from the process, or the outcome supports Princeton International College's decision, the report may be submitted through PRISMS as soon as practicable following completion of the appeals process.

4.4 All communications with students, including phone calls, emails, warning letters, intervention records and meeting notes, are recorded and maintained within the student file, Wisenet and authorised institutional record systems.

### **5.0 Intervention Strategies**

5.1 Princeton International College implements documented intervention strategies to identify and support students at risk of not meeting satisfactory course progress requirements.

The intervention strategy includes:

- a. procedures for contacting, supporting and monitoring students identified as being at risk of unsatisfactory course progress
- b. strategies to assist students to achieve satisfactory course progress
- c. processes for implementing and monitoring intervention actions
- d. processes for recording intervention activities, communications and outcomes

5.2 The objective of the intervention strategy is to identify and implement appropriate support measures to assist students in achieving or regaining satisfactory course progress.

5.3 The Training Manager is responsible for coordinating the implementation and monitoring of intervention strategies under the oversight of the CEO.

The Student Support Officer assists in implementing intervention strategies, supporting students and maintaining records of intervention activities and communications.

5.4 At a minimum, an intervention strategy will be activated where a student fails or is assessed as Not Yet Competent (NYC) in 50% or more of the units attempted within a study period.

Princeton International College may also implement intervention strategies at any earlier stage where concerns regarding academic progress are identified.

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5.5 Prior to formal intervention processes being activated, trainers and authorised staff will make reasonable attempts to contact and support students identified as being at risk of unsatisfactory course progress.

All communications, support actions and follow-up activities are recorded within the student file, Intervention Monitoring Database, Wisenet and other authorised institutional records where applicable.

Records may include:

- summaries of phone calls and meetings
- copies of emails and written communications
- intervention meeting notes
- support strategies implemented
- trainer and Student Support Officer observations and follow-up actions

5.6 Within five (5) working days following completion of a unit or assessment period, the Student Support Officer together with the Training Manager will review student academic progress records to identify students at risk of not achieving satisfactory course progress.

5.7 Depending on the individual circumstances and academic progress concerns identified, appropriate intervention strategies, support services and monitoring actions will be implemented in accordance with this policy and Princeton International College procedures.

5.8 The Administration Officer will ensure that all relevant intervention records and supporting documentation are appropriately maintained, including:

- Intervention Monitoring Database
- Appointment Record Sheet
- Intervention Summary Sheet
- copies of warning and notification letters
- copies of communications and supporting evidence

Copies of all relevant documents are retained within the student academic file and authorised institutional systems.

5.9 Warning letters issued to students will inform students of their right to access Princeton International College's Complaints and Appeals Handling Policy and Procedure and advise that students have twenty (20) working days to access the appeals process where applicable.

5.10 Students may appeal where they believe one or more of the following has occurred:

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- a. assessment outcomes have not been recorded correctly
- b. compassionate or compelling circumstances have affected academic progress
- c. Princeton International College has not implemented intervention strategies in accordance with documented policies and procedures
- d. Princeton International College has not implemented relevant policies affecting academic outcomes appropriately
- e. the student was not provided with access to the Complaints and Appeals process

Compassionate or compelling circumstances may include, but are not limited to:

- serious illness or injury supported by medical evidence
- bereavement of close family members
- major political upheaval or natural disaster
- traumatic experiences impacting the student's wellbeing or studies
- inability to commence studies due to visa delays
- inability of Princeton International College to deliver a prerequisite unit

5.11 Intervention meetings are coordinated by the Training Manager. Where required, additional authorised personnel such as the Student Support Officer or other appropriate support staff may assist in the intervention process.

5.12 During intervention meetings, academic and non-academic issues may be discussed and appropriate support strategies implemented, including:

- academic skills support
- additional English language or tutorial support
- increased academic monitoring
- mentoring support
- student wellbeing support or referral to appropriate internal or external support services where required
- customised support arrangements
- alternative subject or course arrangements where appropriate
- reduced study load where approved and compliant with ESOS requirements

### **5.13 Assessment Reassessment and Academic Support**

Where a student is assessed as Not Yet Competent (NYC) in part or all of an assessment, Princeton International College will provide appropriate academic support and intervention strategies in accordance with the Training and Assessment Policy and Procedure.

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The type and level of support required will be assessed on an individual basis by the Training Manager in consultation with the Student Support Officer and under the oversight of the CEO.

Support strategies may include:

- reassessment opportunities in accordance with the Training and Assessment Policy and Procedure
- additional academic support and mentoring from trainers and assessors
- access to additional learning resources and study guidance
- additional tutorial or support sessions where required
- increased monitoring of student progress and engagement

Where additional support sessions or reassessment activities are implemented, records of meetings, support strategies, reassessment arrangements and academic outcomes will be maintained within student records and authorised institutional systems.

Where additional academic support is required, Princeton International College may implement additional tutorial support, modified support arrangements or other appropriate intervention strategies in accordance with the student's individual learning needs and applicable College policies and procedures.

Students are entitled to reassessment opportunities in accordance with the Training and Assessment Policy and Procedure, Student Handbook and applicable fee arrangements.

5.14 Intervention strategies may be initiated through one or more of the following methods:

- a. written communication issued to the student, including notification or warning letters
- b. personal contact with the student by authorised staff members
- c. meetings or follow-up discussions coordinated by the Training Manager and/or Student Support Officer
- d. academic support discussions, support meetings or referral to appropriate internal or external support services where required

5.15 Documentary evidence of intervention measures implemented, including communications, meeting notes and support strategies, will be maintained within the student file and authorised institutional record systems.

5.16 Students are expected to participate in and engage with agreed Intervention Strategy Plans and support arrangements.

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Where a student fails to respond to repeated communication attempts, does not engage with intervention processes, or refuses to participate in agreed support strategies without reasonable explanation, Princeton International College may proceed in accordance with this policy and applicable ESOS reporting requirements.

Students are informed of these requirements during intervention meetings and related communications.

5.17 If a student attends an intervention meeting, signs the Intervention Strategy Plan, but fails to comply with agreed intervention strategies or ongoing support requirements, Princeton International College may issue a Notice of Intention to Report following the end of the second consecutive study period where satisfactory course progress has not been achieved.

The student will be provided with a copy of Princeton International College's Complaints and Appeals Handling Policy and Procedure and the relevant appeal form and will be advised that they have twenty (20) working days to access the internal appeals process.

If the student does not access the appeals process within the required timeframe, withdraws from the process, or the appeal outcome supports Princeton International College's decision, the student may be reported via PRISMS to the Department of Home Affairs for unsatisfactory course progress.

5.18 Students who fail to attend a scheduled intervention meeting without a reasonable explanation or documented compassionate and compelling circumstances may be issued with a Notice of Intention to Report following the end of the second consecutive study period where satisfactory course progress has not been achieved.

The student will be provided with a copy of Princeton International College's Complaints and Appeals Handling Policy and Procedure and the relevant appeal form and will be advised that they have twenty (20) working days to access the internal appeals process.

If the student does not access the appeals process within the required timeframe, withdraws from the process, or the appeal outcome supports Princeton International College's decision, the student may be reported via PRISMS to the Department of Home Affairs for unsatisfactory course progress.

5.19 Where a student on an intervention strategy requires an extension to complete their course, Princeton International College will assess the request in accordance with the Extending Course Duration Policy and Procedure and applicable ESOS requirements.

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### **6.0 Reporting – Notice of Intention to Report Unsatisfactory Course Progress**

6.1 Where Princeton International College determines that a student has failed to achieve satisfactory course progress, the student will be notified in writing of the College's intention to report the student via PRISMS.

The written notice will advise the student of their right to access Princeton International College's Complaints and Appeals Handling Policy and Procedure and that they have twenty (20) working days to lodge an appeal.

6.2 All students who fail to achieve satisfactory course progress by falling below the required 50% academic progress requirement for two consecutive study periods, and who do not have approved compassionate or compelling circumstances or a successful appeal outcome, may be reported via PRISMS to the Department of Home Affairs for unsatisfactory course progress in accordance with the ESOS Act 2000 and National Code 2018.

6.3 Students have twenty (20) working days from the date of the Notice of Intention to Report to lodge an appeal.

Where an appeal is lodged, the student's enrolment will be maintained while the appeals process is ongoing.

6.4 Princeton International College will maintain the student's enrolment while the complaints and appeals process is ongoing and until a final outcome has been determined.

6.5 Where the student does not access the appeals process within the required timeframe, withdraws from the process, or the outcome supports Princeton International College's decision, Princeton International College will report the student through PRISMS as soon as practicable.

6.6 Reporting through PRISMS is managed by authorised staff under the oversight of the CEO.

The Training Manager supports the monitoring and academic review process, while the Administration Officer assists in maintaining records and PRISMS-related documentation.

Copies of all communications, notices, reports and supporting documents are retained within the student file and authorised institutional record systems.

6.7 Student Records

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Where applicable, the following documents are maintained within the student file and authorised institutional records:

- copies of follow-up emails and communications
- First Warning Letter – Unsatisfactory Academic Progress
- Second Warning Letter – Risk of Breaching Academic Progress Requirements
- Notice of Intention to Report – Unsatisfactory Course Progress
- Intervention documents including Intervention Summary Sheets
- student support and meeting notes
- customised support arrangements where applicable
- medical certificates and supporting evidence
- appeal documentation
- other relevant supporting records

### **7.0 Records Management**

Princeton International College maintains accurate and secure records relating to course progress monitoring, intervention activities, student communications, warning notices, support strategies, appeals and PRISMS reporting activities.

Records are maintained within Wisenet and authorised cloud-based institutional systems with access restricted to authorised personnel.

The CEO maintains overall oversight of records management and compliance monitoring processes.

### **8.0 Continuous Improvement**

Princeton International College regularly reviews course progress monitoring and intervention practices through feedback, student outcomes, appeals, internal reviews and compliance monitoring activities.

Identified issues, risks and improvement opportunities are recorded within the Continuous Improvement Register and monitored through governance and management review processes under the oversight of the CEO.