

# VET Overseas Student Progress Review Procedure

## Section 1 - Summary

(1) This Procedure sets out the process by which the Polytechnic will monitor and manage the progress of overseas students enrolled in Vocational Education and Training (VET) courses.

(2) This Procedure is intended to comply with the Polytechnic's obligations under Standard 8 of the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#).

## Section 2 - Accountability

Accountable/Responsible Officer	Role
Accountable Officer	Vice President, Vocational Education & Training and Executive Director, Victoria Polytechnic
Responsible Officer	Director, Quality, Learning and Support, Victoria Polytechnic

## Section 3 - Scope

(3) This Procedure applies to overseas students enrolled in a Vocational Education and Training (VET) course.

## Section 4 - Definitions

(4) Compulsory Study Period – The mid-point of each semester and the end of each semester will be considered to be the end point of the compulsory study period for the purposes of monitoring overseas students' course progress.

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

- a. serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- b. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- c. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- d. a traumatic experience which could include:
  - i. involvement in, or witnessing of a serious accident; or

- ii. witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports);
- iii. where the registered provider was unable to offer a pre-requisite unit; or
- iv. inability to begin studying on the course commencement date due to delay in receiving a student visa.

## Section 5 - Policy/Regulation

(6) [Academic Progress Regulations 2016](#)

## Section 6 - Procedures

### Part A - Summary of Roles and Responsibilities

Roles	Responsibilities
Teaching Area Manager	<p>Monitor overseas students' course progress.</p> <p>Convene meeting with the overseas student who has been identified as being at risk of making unsatisfactory progress.</p> <p>Develop and document an 'intervention strategy' with the student.</p> <p>Undertake any specific action under intervention strategy within 4 weeks.</p> <p>At the end of the second consecutive compulsory study period notify the relevant Director of the overseas student(s) who have been identified as having made unsatisfactory progress.</p> <p>Where a decision is made to report overseas student(s) to the Department of Education:</p> <ul style="list-style-type: none"> <li>• initiate withdrawal form and forward to Student Administration; and</li> <li>• notify Enrolments and Fees to advise the Department of Education via PRISMS that the student has made unsatisfactory progress.</li> </ul>
Overseas student who has been identified as being at risk of making unsatisfactory progress	Attend meeting with Teaching Area Manager to develop an 'intervention strategy'.
Director	<p>Provide written notice to overseas student(s) who have been identified as having made unsatisfactory progress, informing them that Victoria University is required to report their unsatisfactory progress to the Department of Education and that this may have an impact on their student visa.</p> <p>The written notice will also set out the student's ability to appeal the decision.</p> <p>Consider written appeals from overseas students(s) against the decision.</p> <p>Notify the overseas student(s) in writing of the outcome of any appeal and/or the decision to report their unsatisfactory progress to the Department of Education.</p>

### Part B - Identification of Students making Unsatisfactory Progress

(7) The Teaching Area Manager, will be responsible for monitoring overseas students' course progress.

(8) Overseas students' course progress will be reviewed at the end of each 'compulsory study period.' For the purpose of this Procedure, the compulsory study period will be the mid-point of each semester and the end of each

semester (NB the mid-point of the semester will generally fall within week 8 – 10 for most VET courses).

(9) The outcomes of this scheduled review will be documented on the [VET Student Progress Review Form - Overseas Students](#).

### **Stage 1 - First Time not making Satisfactory Progress**

(10) Where an overseas student is identified at the end of the compulsory study period, as not successfully completing or demonstrating competency in 50% or more of the units in which they are enrolled, they will be considered to be 'at risk' of making unsatisfactory progress.

(11) Where an overseas student is identified as being at risk of making unsatisfactory progress, they will be sent a notice using the [VET Formal Communications with Overseas Onshore Students template](#), asking them to attend a meeting with the Teaching Area Manager. The purpose of this meeting will be to develop a documented 'intervention strategy' to assist the student to achieve satisfactory progress in the next consecutive compulsory study period.

(12) The notice asking the student to attend a Course Progress Review meeting with the Teaching Area Manager will contain information about:

- a. the purpose of the notice;
- b. the time, date and venue for meeting with the Teaching Area Manager to develop an intervention strategy to help them achieve satisfactory progress;
- c. the various learning and personal support services available to Polytechnic students; and
- d. what will happen if they make unsatisfactory progress in the next consecutive compulsory study period, namely that they could be reported to the Department of Education for having made unsatisfactory progress, which could have an impact on their student visa.

### **Development of an intervention strategy**

(13) Where practicable, the intervention strategy should be tailored to meet the student's individual needs. The intervention strategy may involve a variety/combination of measures including but not limited to:

- a. advising students on the suitability of the course in which they are enrolled;
- b. advising of opportunities for the student to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency;
- c. information about learning and personal support;
- d. regular meetings with the teacher or other Polytechnic support services for additional tutorial/study assistance;
- e. referral for personal counselling.

(14) Once developed, the intervention strategy will be documented on the [VET Student Progress Intervention Strategy Record](#), signed by both parties and a copy placed on the student's file.

(15) Where a student fails to attend the meeting to develop an intervention strategy, the student will be deemed to have been provided with an intervention strategy by virtue of the instructions and information detailed in the notification letter.

(16) The intervention strategy will be considered to be implemented from the point of development or, where the student fails to attend the meeting with the Teaching Area Manager, from the date of notification letter.

(17) Where any specific action is required to be taken by the Teaching Area Manager under the intervention strategy, this must occur/commence within four weeks of implementation.

## **Stage 2 - Not making Satisfactory Progress in the next Consecutive Study Period**

(18) Where an overseas student is identified at the end of the second consecutive compulsory study period as not successfully completing or demonstrating competency in 50% or more of the units in which they are enrolled, they will be considered to have made unsatisfactory progress.

(19) The Teaching Area Manager will notify the relevant Director of the overseas student(s) who have been identified as having made unsatisfactory progress.

(20) The Director will then provide written notice to these students, using the [VET Formal Communications with Overseas Onshore Students template](#), that the Polytechnic is required to report their unsatisfactory progress to the Department of Education and that this may have an impact on their student visa.

(21) The written notice will also set out the student's ability appeal the decision in writing to the Director within 20 working days from the date of the notice and will provide details of VU support services (e.g. Student Advocacy) that can assist the student with an appeal. The impacted students may only appeal the decision on the following grounds:

- a. That the Polytechnic failed to determine or record the student's progress accurately;
- b. Compassionate or Compelling Circumstances; or
- c. The Polytechnic did not implement its intervention strategy in accordance with this Procedure.

(22) If no request for an appeal is received within 20 working days from the date of the notice, the Director will notify the student of the outcome in writing.

(23) The Director will also notify the Teaching Area Manager. The Teaching Area Manager will:

- a. initiate the withdrawal form and forward to Student Administration for processing; and
- b. notify Enrolments and Fees to advise the Department of Education via PRISMS that the student has made unsatisfactory progress.

## **Stage 3 - Appeal of Decision to Report Overseas Student for Unsatisfactory Progress**

(24) Where a request for an appeal is received, it will be considered by the relevant Director.

(25) The student will be given an opportunity to meet with the Director and provide written evidence to support the grounds for their appeal. Where a student wishes to meet with the Director, they will be allowed to bring along a support person or student advocate to the meeting.

(26) If the student wishes to meet with the Director, but has a compelling reason for being unable to attend in person, alternative arrangements can be requested (for example, participation via telephone or video link).

(27) The Director will:

- a. consider what the student has said (either in person or in writing);
- b. consider any evidence provided by the student;
- c. make a determination as to whether the student has made unsatisfactory progress in light of the evidence provided; and
- d. provide the outcome of the appeal to the student in writing.

(28) Where the student's appeal is successful, the outcomes will vary according to the findings of the Director. In particular:

- a. If the appeal shows that there was an error in determination or recording of progress, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), the Polytechnic will not report the student.
- b. If the appeal process shows that the student has not made satisfactory progress, but there are Compassionate or Compelling Circumstances for the lack of progress, ongoing support will be provided to the student through the Polytechnic's intervention strategy, and the student will not be reported.

(29) Where the student's appeal is not successful, the Director will notify the student of the outcome in writing within 10 day working days of the conclusion of the review. The notice will include information about the student's right to seek an external appeal with an external mediation agency such as the Overseas Students Ombudsman, the relevant contact details and the applicable timelines for lodging an external appeal.

(30) The Director will also notify the Teaching Area Manager. The Teaching Area Manager will:

- a. initiate the withdrawal form and forward to Student Administration for processing; and
- b. notify Enrolments and Fees to advise the Department of Education via PRISMS that the student has made unsatisfactory progress.

## **Section 7 - Guidelines**

(31) Nil

## Status and Details

<b>Status</b>	Historic
<b>Effective Date</b>	17th January 2018
<b>Review Date</b>	17th January 2021
<b>Approval Authority</b>	Vice President, Vocational Education & Training and Executive Director, Victoria Polytechnic
<b>Approval Date</b>	16th January 2018
<b>Expiry Date</b>	7th February 2018
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