

# VET Course Progress Policy and Procedure

## 1. Introduction

This policy outlines CCEB's method for monitoring VET students' course progress and identifying, managing, and reporting those students who fail to meet progress requirements.

## 2. Policy

- 2.1 Students who are studying a vocational course must make satisfactory course progress.
- 2.2 CCEB must monitor, record and assess the course progress of each student for the vocational course in which they are currently enrolled.
- 2.3 CCEB must identify and offer support to those at risk of not meeting course progress.
- 2.4 CCEB Pre-departure Student Handbook highlights the requirements of maintaining satisfactory course progress.
- 2.5 Course requirements must be defined and made clear to the students at the start of the course during the induction.
- 2.6 If a student fails to meet the course progress requirements, CCEB can make the decision to cancel the enrolment of the student.
- 2.7 CCEB must report overseas students who do not meet course progress.
- 2.8 For those students on a Student Visa, if CCEB has assessed that the overseas student is not meeting course progress in accordance with CCEB policies, CCEB must give the student a written notice of its intention to report. CCEB must also advise the overseas student of their rights to access CCEB's internal complaints and appeals process within 20 days.
- 2.9 CCEB must maintain the overseas student's enrolment by only reporting a breach of course progress in 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.
- 2.10 CCEB can extend the overseas student's enrolment if:
  - CCEB has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment;
  - CCEB 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 of suspension of the overseas student's enrolment has occurred.

## 3. Procedures

- 3.1 The monitoring and review of vocational course students is an on-going process.
- 3.2 When a student is identified as being 2 or more units behind, CCEB can issue the student with an 'Academic Progress – Early Intervention Letter'. The letter lists the early intervention measures that the student is required to uphold.
- 3.3 The student must talk to their Trainer or VET Training manager should they have any questions regarding the letter.

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- 3.4 If a student does not uphold the early intervention measures set and continues to not progress satisfactorily, they can be issued with an 'Academic Progress – Warning Letter'. This letter informs them that they are required to attend an intervention meeting with the Training Manager. Date and time of the meeting is detailed in the letter.
- 3.5 The student must talk to the VET Training manager should they have any questions regarding the letter or if they want to request to a different date and/or time for the meeting.
- 3.6 If the student does not attend the meeting and does not contact the Training Manager, or they continue to not progress satisfactorily, they can be issued with an 'Intention to Cancel Enrolment – Unsatisfactory Course Progress' Letter. This letter advises the student of the intention to report and to cancel the enrolment. The 'Student Complaints Appeals Form' is also provided to the student.
- 3.7 If the student does not choose to appeal within the 20 working days, or the student does appeal and the breach is upheld, the enrolment and future course enrolments will be cancelled.
- 3.8 Overseas students will be reported in PRISMS by having their CoEs cancelled for unsatisfactory course progress.

## 4. Definitions

- a) VET – Vocational Education and Training
- b) Study period – 1 term (10 weeks) of study.
- c) Unsatisfactory progress – Not successfully completing or demonstrating competency in at least 50 percent of the course requirements in that study period.
- d) PRISMS – Provider Registration and International Student Management System.
- e) CoE – Certificate of Enrolment.
- f) Compassionate or compelling circumstances – Generally circumstances beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These 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 CCEB unable to offer a pre-requisite unit, or the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

## 5. Relevant Legislation

<b>Commonwealth</b>	National Code of Practice for Providers of Education and Training to Overseas Students 2018 Education Services for Overseas Students Act 2000
<b>Queensland</b>	-

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## 6. Related Documents

<b>Letters/ forms</b>	-
<b>Policies/ procedures</b>	-
<b>Other documents</b>	-

## Document History

<b>Current version</b>	<b>Current version release date</b>	<b>Author</b>	<b>Description of change</b>	<b>Date for next review</b>
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