



## 1.0 Purpose

1. The purpose of this policy is to ensure that students studying at BIT maintain satisfactory course progress throughout their studies. This policy also provides the procedure and method of dealing with unsatisfactory course progress.
2. All students must complete their course within the time period specified in their CoE (standard 8 of the National Code 2018)
3. This policy articulates how BIT practices apply to International Students in compliance with the ESOS Act 2000 and Standard 6 and 8 of the National Code 2018.
4. This policy is to confirm that Brighton Institute of Technology (BIT) has a structured process in place to track course progress and attendance of each student throughout his or her studies. BIT will monitor the course progress of its students. The policy documents how BIT monitors the progress of each student to ensure that the student is in position to complete his or her course within the expected duration as specified on the student Electronic Confirmation of Enrolment (eCoE) and in what circumstances the eCoE will be extended or cancelled.
5. This policy documents how BIT assists and supports overseas students to complete their course within the required duration and fulfil their visa requirements for course attendance and course progress.

## 2.0 Responsibility

- **2.1** According to Standard 8.10, 8.11, 8.12 of National code 2018, BIT has implemented policy and process for monitoring recording course attendance of overseas students that is explained below for English and VET courses.
- **2.2** BIT have implemented documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress and attendance requirements as per standard 8 of National Code 2018.
- **2.3** Administrative officer is responsible for the implementation of these procedures and will ensure that staff members are aware of its application and implement its requirements. BIT's Student Administration officer is also responsible for the execution of this policy.
- **2.4** Administrative officer ensures that attendance of overseas students is monitored and recorded on regular basis.
- **2.5** BIT will monitor record and assess the course progress for each international student for the course in which they are currently enrolled.
- **2.6** BIT's staff facilitates access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas students.
- **2.7** All assignments that are a part of monitoring course progress are in accordance with the principles of assessment and rules of evidence. Assessment approaches may be undertaken by observation of

performance in class, practical demonstrations, workshops, case studies, projects, assignments, presentations, simulations, role-plays, written tests and exams.

- **2.8** During each study period (usually at the end of a semester), administrative department will identify those students who are at risk of not making satisfactory course progress. These students will be given the opportunity to discuss strategies to achieve satisfactory course progress with an appropriate BIT teaching staff member.
- **2.9** According to Standard 8 of National Code 2018, BIT's administrative staff are responsible for monitoring the progress of each student to ensure that overseas student can complete the course within the expected duration.
- **2.10** Reasonable support will be provided to overseas students to help them in achieving expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.
- **2.11** According to standard 6 of National Code 2018, BIT ensures that there are sufficient student support personnel to meet the need of overseas students enrolled with BIT.
- **2.12** BIT takes the responsibility of assessing each student's progress at the end of each study period. BIT will make judgement whether a student is:
  - o making satisfactory course progress
  - o at risk of not making satisfactory course progress, and therefore an intervention strategy has been implemented; or
  - o Not making satisfactory course progress after an intervention strategy has been completed, and after all complaints and appeals processes have been finalised; at this time the student is reported to DET and DHA via PRISMS.
- **2.13** BIT will report unsatisfactory course progress or unsatisfactory course attendance in PRISMS.
- **2.14** BIT advises the students to contact immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa if student's enrolment is extended.

### 3.0 Definitions

**3.1 A study period** is a discrete period measured in weeks (usually 12 weeks). The study period begins from the student's actual commencement date. The course may contain one or more study periods. Different courses have study periods of different duration. All study periods within a course will be the same except for the final study period, which may be shorter due to the course ending, but it will still be considered as a full study period.

**3.2 Unsatisfactory course progress-** An international student will be deemed to have made unsatisfactory course progress in any given study period by not successfully completing or demonstrating competency in the required units for that study period. All students will be given a second chance (catch up day) within the study period to gain competency should they have been found not yet competent on their first attempt.

**3.3 Intervention.** A student who does not complete an assessment or who is found to be NYC for an assessment will be entitled to a second chance. This second chance will be in the form of a formal intervention which is a documented process that informs the student of when they will be reassessed and what form this reassessment will take. Note: A student who fails to present for an intervention as documented will be considered in breach of course progress requirements and will be reported to DHA via PRISMS.

**3.4 A full-time student load** is defined as a minimum of 20 hours scheduled attendance per week however, students may be engaged for less than this minimum requirement and the duration of the course may be reduced due to the unavailability of key or prerequisite units at the time it is required.

**3.5 The National Code 2018:** The National Code is a legislative instrument made under the Education Services for Overseas Students Act 2000 and sets nationally consistent standards to support providers to deliver quality education and training to overseas students.

**3.6 PRISM:** Provider Registration and International Students Management System

**3.7 DET:** Department of Education and Training

#### 4.0 Method

At the time of initial enrolment, each student will be provided with a course schedule; which will identify the units required to be completed in each study period in order to complete the qualification within the normal duration as indicated on the CRICOS register.

Students who are identified as being “at risk” in relation to their course progress and are under an intervention strategy, may have their course schedule adjusted to accommodate a possible proposed action plan.

Intervention strategy BIT generally provides for:

- Advising students on the suitability of the course they are enrolled in.
- Assisting students by giving advice on the opportunities for students to be reassessed for tasks in units or subjects they have been considered not yet competent (NYC) or demonstrate the necessary competency area in which they had not been previously able to demonstrate competency.
- Provide feedback to the students on their course and progress and refer them to BIT’s “Intervention Meeting Record form” during the study period and delivery of the unit. This will help in identifying reasons on why intervention strategy is being implemented.
- At the end of each study period, generating a report that will identify students who are not yet competent (NYC) in the units of competency they have undertaken in that study period.
- Students identified as being at risk with regards to their course progress, will then be advised in writing by mail that they are to attend the Course Progress Review with BIT staff. At this meeting, the course

progress counselling and any intervention strategy that is mutually agreed by the student and BIT staff shall be implemented.

- Advising students who have not made satisfactory academic progress (failing more than 50% of units) in the study period (usually 12 weeks for BIT courses), as to any requirements to re-enrol and repeat those units of study or attend pastoral care.
- Advising students that unsatisfactory course progress (failing more than 50% of units) in two consecutive study periods (each study period is usually 12 weeks for BIT courses), for a course could lead to students being reported to DHA and cancellation of his or her visa: depending on the outcome of any appeal.

Intervention strategies may include, but are not limited to:

- academic skills support
- additional English support
- additional tutoring/study group
- increased monitoring
- personal counselling
- placement in a more appropriate class; and
- reduction in course load
- Timetable adjustments using the new study plan.
- Reviewing assessment strategies.

Where a student is identified as not making satisfactory progress for two consecutive semesters (VET) or low attendance (English) (Less than 80%), BIT will report the student to DET, via PRISMS, after notifying the student of intention to report as per Standard 8.13.1 of National code 2018, and informing student of his or her right to appeal.

In accordance with Standard 10 (Complaints and appeals), A student has the right to access the BIT's complaints and appeals process within 20 working days.

Bit will report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working days period, or
- 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 processes by notifying the registered provider in writing.

### 5.0 Extension of Course Duration

International Students are required to complete their course within the expected duration of study as recorded on the CRICOS register unless the circumstances listed below apply:

- On medical grounds (a medical practitioner's certificate indicating the student is unable to attend class) where in the students must provide valid supporting document,
- In exceptional compassionate and compelling circumstances beyond the student's control, such as serious illness or bereavement of a close family member, (independent evidence of the exceptional circumstances is required) and a deferment or suspension of study has been granted.
- Where the Institute is unable to offer a prerequisite unit at the time it is required, and a deferment or suspension of study has been granted
- Where the Institute is implementing an intervention strategy for students at risk of not meeting academic progress requirements
- Where the Institute has approved the deferral of commencement of studies or the suspension of study under standard 9 of National Code 2018.

If BIT extends the duration of the student's enrolment, the BIT will advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

## 6.0 Vocational Education Training (VET)

### Requirements / Process – International Students

BIT's administration department maintains the course progress of students during the period of 12 weeks for VET course. Course progress is monitored regularly, and steps are taken if student's course progress is low. Administrative officer and student support officer will be the point of contact for international students. BIT will provide reasonable support to help them achieve satisfactory progress.

1. Student gets first warning letter if their course progress is less than 50%.
2. After 1<sup>st</sup> warning letter, they are required to see Administration officer to identify the reason behind low course progress.
3. "Intervention Meeting Record Form" is provided to the student in order to identify the reasons and provide support to students if the reasons for low course progress falls under the circumstances mentioned above.
  - This is done to ensure that the student is able to meet all the course requirements and successfully complete the course within the expected time.
  - Intervention Strategy form: This form is used to record the intervention meeting outcomes for intervention invoked due to failure to meet satisfactory attendance or course progress.
  - Information is discussed directly with the students and they are required to sign the form to indicate agreement to the intervention strategies.
  - This form is completed by the student Administration Officer during interview with student as part of intervention strategy procedure and is filed in student's admin file.
  - A copy of the intervention agreement is given to the student for their records and another copy is placed under the student's file for future use.

4. BIT ensures to provide support to students by:
  - providing them with extra tuition
  - extending their duration of study
  - Making timetable adjustments using the new study plan
  - reviewing assessment strategies
  - Providing counselling
5. Any extension to the duration of a student's course is to be notified by the Institute on PRISMS and if necessary, a new eCoE is issued.
6. Any extension to the duration of a student's course, and the reasons for the extension is recorded by the Institute on the student's file.
7. Administration department will contact students through the student's management system by calling, sending messages and emailing them on regular basis.
8. 2<sup>nd</sup> warning letter is given to the student if he/she does not come to class even after meeting the Administrative officer and at the risk of failing more than 50% units in second consecutive study period. It is usually within week 6-7 of second consecutive study period.
9. If a student still decides not to come and shows low course progress in second consecutive study period, then, Intention to Report (ITR) is sent to the student at point when it is sure that student will not complete more than 50% of units for second consecutive study period. It is usually at the end of second study period.
10. If a student's course progress is low after implementing Intervention strategies and providing support, then his/her CoE is cancelled based on unsatisfactory course progress.
11. A student has the right to access the BIT's complaints and appeals process within 20 working days before CoE is cancelled.

Note: Although BIT's reporting is based on course progress, but students are expected to attend all classes for effective learning. Any student absent for more than 5 days will be contacted by administration department to explain the reason for absenteeism and to identify and provide any support if required. However, students in VET courses at BIT will be reported to the Department of Home affairs (DHA) based on unsatisfactory course progress.

## 7.0 English

### Requirements / Process – International Students

BIT's administration department monitors the attendance of students every week on the excel sheet and the attendance sheet is updated every week.

- All students undertaking this course are required to maintain a minimum of 80% attendance to facilitate effective learning.
- Student attendance is recorded on class attendance sheet including student signature and date and details of session.
- Student attend



- Attendance is collected weekly from class attendance sheet and entered in the excel sheet and attendance percentage is calculated on weekly basis.
- If a student is absent for full week, will be contacted by email and SMS will be sent from student management system.
- Student will be called for meeting at campus and need for support will be identified. Intervention will be applied. Intervention strategies may include, but are not limited to:
  - additional English support
  - additional tutoring/study group
  - increased monitoring
  - personal counselling
  - placement in a more appropriate class; and
  - reduction in course load
  - Timetable adjustments using the new study plan.
  - Reviewing assessment strategies.
- Student monitoring is done for entire course duration as ELICOS vary in their duration.
- Student having below 90% attendance for the course are given first warning letter after which they are required to attend their classes regularly to keep their attendance above 90%.
- After first warning letter, if a student's attendance is below 85%, then a second warning letter is issued to them.
- Intervention strategies may include, but are not limited to:
  - additional English support
  - additional tutoring/study group
  - increased monitoring
  - personal counselling
  - placement in a more appropriate class; and
  - reduction in course load
  - Timetable adjustments using the new study plan.
  - Reviewing assessment strategies
- If a student still does not attend classes and fallen to the point that student attendance will be below 80% for the course, they are given letter with an Intention to report.
- If a student comes within 20 days, an Intervention strategy is implemented after the 3rd warning. In this case, a student is required to fill up "Intervention Meeting Record Form". Refer to point 3 of VET requirements/process for more information on "Intervention Meeting Record Form".
- Once the reason for the implementation of the individual intervention strategy is identified, BIT will provide support to students and may extend the duration of the student's course only in the circumstance as mentioned above in point 5.0.
- Students are advised to contact Academic/ Training Manager or trainer and access internal complaints and appeals process of the college if they require within 20 working days if they wish to.
- If a student's attendance is below 80 % even after following processes:
  - 3 warnings,
  - completion of intervention strategy, and
  - after all complaints and appeals processes have been finalized;



## Course monitoring Policy and Procedure

### (International students)

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- At this time, the student is reported to the Department of Home affairs (DHA) via PRISM and their CoE is cancelled without further notice after 20 working days of appeals period has lapsed.