



Purpose

The purpose of this policy is to ensure that Institute of Business and Management NSW (IBMNSW) monitors international students to ensure that they can complete their course within the duration specified on their Confirmation of Enrolment (CoE) and that timely intervention strategies are implemented for students who are at risk of failing to meet course progress requirements.

The intention of this policy is to provide all students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements.

This ensures compliance with Standard 7, 8 and 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Definitions

CoE means Confirmation of Enrolment

Compassionate and Compelling Circumstances include but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- a traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports; or
- where Institute of Business and Management NSW is unable to offer a pre-requisite unit.
- where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

DET means Department of Education and Training

Study period is defined as one term of the course in which the student is enrolled.

Satisfactory Course Progress is where students do not fall into the categories identified above.

Unsatisfactory Course Progress is where a student is:

- Is judged as Not Yet competent in one assessment task in a pre-requisite unit
- Is judged as NYC in a pre-requisite unit
- Is judged as NYC in 50% of units included in the course load during a study period
- Is judged as NYC in 50% of units included in the course load at the end of a study period
- Is identified by a trainer/assessor as requiring intervention



Unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported and a cancellation of the student's visa.

An **Intervention Strategy** may include one or more of the following interventions:

- Advising students on the suitability of the course in which they are enrolled and possible alternatives;
- Advising students of opportunities for reassessment; and
- Advising students of assistance such as:
 - receiving English language support;
 - reviewing learning materials with the student and providing information to students and in a context that they can understand;
 - providing extra time to complete tasks;
 - providing access to supplementary or modified materials
 - providing supplementary exercises to assist understanding
 - attending tutorial;
 - receiving individual case management;
 - attending counselling;
 - receiving assistance with personal issues which are influencing progress;
 - receiving mentoring;
 - referral to external organizations where Institute of Business and Management NSW is unable to address the identified learning or academic issues;
 - being placed in a suitable alternative subject within a course or a suitable alternative course; or
 - a combination of the above and a reduction in course load.

PRISMS mean Provider Registration and International Student Management System (PRISMS)

Policy

1. Completion within expected duration

- All courses for international students are CRICOS registered and expected duration of study is as recorded on the CRICOS register.
- International student must complete their studies within the expected duration specified on their Confirmation of Enrolment.
- In order for students to complete their studies within the expected duration specified on their Confirmation of Enrolments, students must meet course progress requirements as specified in the definitions in this policy. Where requirements are not met, Institute of Business and Management NSW course progress procedures will be followed.
- Extensions to a Confirmation of Enrolment are only allowed in the case of compassionate or compelling circumstances or where a student is complying with an intervention strategy



implemented for students identified at risk of not making satisfactory progress requirements or an approved deferral or suspension of studies has been granted in accordance with Institute of Business and Management NSW's Deferral, Suspension and Cancellation Policy and Procedure. Students who do not meet course progress requirements are at risk of having their visas cancelled.

- When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the DET via PRISMS.
- All variations in the student's enrolment load, including the reasons for the variation will be recorded on the student's file.

2. Reporting students

- Where a student has demonstrated unsatisfactory course progress in two consecutive study periods despite interventions implemented, Institute of Business and Management NSW will be required to report the student to DET via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress.
- Students have the rights to appeal against this decision as explained through Institute of Business and Management NSW *Complaints and Appeals Policy and Procedure*. If the student chooses to access this process, the student will not be reported until this process is complete.
- An appeal will only be considered if Institute of Business and Management NSW has not recorded or calculated the student's marks attendance correctly, has not provided appropriate support, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons (see definitions) which have contributed to the unsatisfactory progress and/or attendance.
- All records will be kept on the student's file including warning letters and the notice of intention to report.
- This intervention strategy is made available to staff and students and specifies:
 - i. the process by which the intervention strategy is activated; and
 - ii. procedures for contacting and counselling students; and
 - iii. strategies to assist students identified as at risk of not making satisfactory course progress to achieve satisfactory course progress.

The intervention strategy includes:

- i. where appropriate, advising students on the suitability of the course in which they are enrolled;
- ii. assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously non competency, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and



iii. advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DHA and potential cancellation of his or her visa depending on the outcome of any internal and/or external appeals process and the decisions made by DHA.

At the end of each study period, students will be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy, as outlined herein, is implemented. The intervention strategy must be activated within the first four weeks of the following study period.

However, if a trainer identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, the trainer will discuss with the Director of Academic Affairs, implementing the intervention strategy more immediately.

Extending course duration

IBMNSW will only extend the student's enrolment if:

- IBMNSW has assessed that there are compassionate and compelling circumstances and there is evidence to support this assessment;
- IBMNSW 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 or suspension of the overseas student enrolment has occurred.

If IBMNSW extends the duration of the student's enrolment and the student's visa will expire prior to completion of the course, it is the student's responsibility to apply for a new Student visa (subclass 500) to complete their study.



Procedure

Procedure Before and during each Term of study:

1. All trainers receive an induction and updates in respect to the delivery and assessment of the courses.
2. All students are advised at commencement of the course of the assessment processes applicable for their course; including expected attendance.
3. For each assessment task undertaken, the students will be supplied with instructions which provide the purpose of assessment and what is required for satisfactory completion of the unit of competency.
4. The student will then complete assessment tasks and submit the outcomes to the trainer for assessment.
5. The trainer will assess the assessment tasks within two weeks from the submission date and all assessment results for each unit will be recorded by the student Administration and further entered into the student management system. Students will be provided with relevant feedback regarding their assessments, if required.
6. Notice of Re-Assessment – If a student does not achieve competency on their first attempt at an assessment, they are given an opportunity to be reassessed free of charge before the term ends.

At the end of each term:

1. The academic performance of every enrolled student in each qualification will be provided to and assessed by the Director of Academic Affairs.
2. Students who have failed 50% or more of the total scheduled units for the term are identified as being at risk of not making satisfactory course progress.
3. Any such students will be notified in writing that they are at risk of breaching their visa requirements via the issuance of a 'Notice of Warning – Course Progress' and it is required that they attend Academic Counselling to discuss the Intervention Strategy with the Director of Academic Affairs.

ACADEMIC COUNSELLING

1. During Academic Counselling, students are counselled on strategies to improve their performance and a range of intervention strategies or other support strategies will be developed as required. Intervention Strategies could include, but are not limited to:
 - a. where appropriate, advising students on the suitability of the course in which they are enrolled;
 - b. where appropriate, discussing student's attendance of scheduled lectures and tutorials;
 - c. assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they previously had non-competency in, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency;
 - d. advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to Department of Home Affairs (DHA) with the potential cancellation of his or her visa, depending on the outcome of any appeals process.
2. General counselling/support strategies for students could include, but is not limited to:



- a. Improving Attendance
- b. Completing and submitting assessments on time
- c. Asking for more help from Trainer
- d. Organising a meeting with Trainer
- e. Other strategies negotiated with the student
- f. Setting up follow up meetings.

Written warnings regarding unsatisfactory course progress

As noted above, students will receive the following initial written notices regarding issues with them requirements to make satisfactory progress:

1. 'Notice of Warning – Course Progress'. This is issued at the end of a term identifies the student as being at risk of failure to make satisfactory course progress and requires the student attend counselling and that the intervention strategy be implemented.

a. 1st warning letter – The student is identified as at risk of making unsatisfactory course progress and is advised to ensure that they complete their assessments on time, attend class regularly. They are also invited to meet with Director of Academic Affairs to discuss an intervention strategy if needed. They are also encouraged to address issues relating to any compassionate or compelling reasons which may have contributed to their unsatisfactory academic progress and discuss any problems that they may be experiencing.

b. 2nd warning letter – The student is identified as making unsatisfactory course progress for two subsequent terms (study period) and is advised to ensure that they complete their assessments on time, attend class regularly. They are again invited to meet with Director of Academic Affairs to discuss an intervention strategy if needed encouraged to address issues or problems they are experiencing which may have contributed to their unsatisfactory academic progress.

c. Intention to Report Letter - If a student is identified as not making satisfactory course progress in a third consecutive study period in a course, IBMNSW will notify the student of its intention to report the student to DHA for unsatisfactory progress. This will be done through the issuance of a written 'Notice of Intention to Report'.

The written notice of 'Intention to Report' is issued to the student for unsatisfactory progress and informs the student that he or she can access the IBMNSW complaints and appeals process and that they have 20 working days in which to do so. A student may appeal on the following grounds:

- a. the student being incorrectly marked as Not Yet Competent,
- b. compassionate or compelling circumstances, or
- c. the correct steps in this procedure and the intervention strategy as set out herein have not been implemented appropriately to support the student.

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.



- a. If the appeal shows that there was an error in calculation, and the student made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), the student will not be reported, and the intervention strategy will not be implemented. Written confirmation of this outcome will be issued to the student and the records of assessment will be amended to show the correct outcomes and a review of procedures that led to the error will be implemented.
- b. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, or that the correct steps in this procedure and the intervention strategy as set out herein have not been implemented appropriately to support the student, ongoing support will be provided to the student through the IBMNSW intervention strategy, and the student will not be reported. Written confirmation of this outcome will be issued to the student and appropriate records of the decision will be kept on the student's files.

Where:

- a. the student chooses not to access the complaints and appeals processes within the 20-working day period; or
- b. the student withdraws from the process; or
- c. the process is completed and results in a decision supporting IBMNSW (i.e. the student's appeal was unsuccessful);

The student will be notified in writing of the outcome of the appeal. The student will also be notified of their right to an external appeal and will be supplied with contact details for the Overseas Students Ombudsman to pursue such an appeal. The student will be informed that they have 5 working days to submit this external appeal.

Where:

- a. the student does not access an external appeal process within the 5 working day period; or
- b. the student withdraws from the process; or
- c. the process is completed and results in a decision supporting IBMNSW (i.e. the student's appeal was unsuccessful);

IBMNSW will notify DET through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

Procedure for notifying students of unsatisfactory progress in two consecutive study periods

If a student is identified as failing to meet the required 50% completion rate in two consecutive study periods the following process should be followed:

1. The Administrative Officer Drafts a letter using the template (Letter to Student - Intent to Report.doc)
2. The Director of Academic Affairs will review the letter before authorising it to be send to the student.
3. The Student Administrative Officer will correspond to the student's current address on file.



Copy of all correspondence must be put on student file for future reference

4. The Administrative Officer will contact the Student within 4 working days, either by phone and / or email, to ensure they have received the letter.
5. The Administrative Office will note and set a reminder in a calendar when 20 working days has lapsed and check if an Appeal has been lodged.
6. If no appeal has been lodged, they will proceed to report the breach on PRISMS.
7. If an appeal has been lodged, the appeals process will begin.

Document Control

Document Name & Version:	Course Progress Policy and Procedure_v3.0_30-06-2025
Quality Area:	Students & Clients
Author:	IBMNSW
Status:	Approved
Approved By:	CEO
Approval Date:	02-11-2015
Reviewed & Approved Date:	30-06-2025
Standards:	National Code 2018 Standards 7, 8 and 9