

COURSE PROGRESS AND INTERVENTION POLICY AND PROCEDURE

In accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, TACIS will proactively monitor, review, assess and contact students who are at risk of failing to meet course progress requirements. TACIS will implement an intervention strategy for any students at risk.

TACIS has chosen to report on the Student's Course Progress while it will continue to monitor the Student's attendance, as well. Therefore, students who continue to breach the course progress requirements will be reported to the CEO / RTO Manager for intervention. Students will be advised that unsatisfactory course progress in two consecutive study periods for a course will lead to the student's enrolment being cancelled from TACIS.

Procedures:

TACIS monitors, records and assesses the progress of all students to ensure that they meet the expected duration of their course as stipulated in their CoEs, this includes checking the course progress for each unit of competency for successful completion within timelines of the course.

1. TACIS is proactive in notifying and counselling students who are at risk of failing to meet course progress requirements.
2. TACIS takes the following actions for the monitoring and implementing the course progress policy for the benefit of the students who are enrolled with TACIS:
 - I. The Student Handbook contains this policy and is provided to students before enrolment. The Student Handbook is also available from both TACIS offices and its website so that students may view the document by download at any time.
 - II. The Course Progress and Intervention Policy explained to students during Orientation and explained to trainers and assessors and related staff in meetings;
 - III. Trainers/Assessors will identify and report students to the Program Manager to intervene who they find are not progressing and at risk of breaching progress policy; they will also report on class attendance levels, as required.
 - IV. An assessment of course progress is made by the Program Manager at the end of each study period. Course Progress is also monitored on an on-going monthly basis by the RTO Manager/Program Manager.
 - V. The RTO Manager/Program Manager will run a monthly report from the student management system

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and then verify data by checking the student's training plan.

- VI. The CEO/RTO Manager/Program Manager with assistance from the Student services Officer will contact students who are not performing well and at risk of breaching the progress and attendance policy.
- VII. If found that the student is not progressing before the end of the first study period, they will be sent their "first warning letter". The Intervention Strategy will apply to help the student progress with their studies.
- VIII. If at the end of the second study period, the student is still found that they don't progress, they will be issued with a "second warning letter". The Intervention Strategy will continue to be applied to help the student progress with their studies.
- IX. In the case that the intervention is needed, the activation of program and agreed terms of intervention strategy will be discussed and formally agreed on. Once an intervention strategy has been activated for a student, all documentation must be retained on the student's file.
- X. If the student fails to progress after the first two study periods, the student will be issued an "intention to report on course progress" and will be reported to the DESE and Department of Home Affairs via PRISMS.

Intervention Strategy:

- I. The strategies offered aim at helping students meet course progress requirements and would include any of the following but not limited to:
 - a. discuss opportunities for special make-up classes designed for intervention students only
 - b. counselling sessions with RTO Manager/Program Manager
 - c. individual case management
 - d. receiving counselling with our appointed external counsellor (this would be related to personal issues which are affecting student's progress)
 - e. a reduction in course load – in this case the program would be updated with new training plan and study/assessment mode
 - f. opportunity for re-assessment
- II. The intervention program will be monitored closely by the Program Manager
- III. Evidence of the intervention program and measures used to assist student will be documented and kept on the student's file.
- IV. The outcomes of intervention programs will be discussed at management review meetings for analysis and improvement.
- V. During the course of intervention process, the Program Manager will arrange weekly meetings with student, where parties will discuss the ongoing corrective action.

Reporting Obligations:

- Where TACIS might assess an international student as not achieving satisfactory course progress, the CEO/RTO Manager will notify the student in writing (first and second warning letters) of its intention to report the student for not achieving satisfactory course progress and the associated option for the student to access the RTO's complaints and appeals process within 20 working days.
- The student s concerned have access to the TACIS complaints and appeals processes and should do so within 20 working days from the time of feedback received from the trainer/assessor by completing the Complaint and Appeals form and ensuring that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal, who was involved, any appropriate evidence and witnesses etc. in accordance with the Complaint and Appeal Policy and Procedure of TACIS.
- Where a student has chosen not to access the complaints and appeals process within the 20-working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, then the organisation will notify the Department of Education, Skills and Employment (DESE) and the Department of Home Affairs Immigration and Citizenship through PRISMS of the student not achieving satisfactory course progress, as soon as practicable.
- TACIS will maintain the student's enrolment whilst the complaints and appeals process is ongoing.