

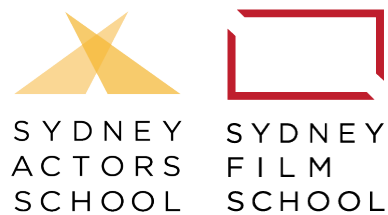
International Screen Academy Pty Ltd.

Trading as:

Sydney Actors School

Sydney Film School

WATERLOOSTUDIOS



VET COURSE PROGRESS AND INTERVENTION

Reference:

NC Standard 8 Overseas student visa requirements
NC Standard 9 Deferring, suspending or cancelling the
overseas student's enrolment

VERSION HISTORY

| Policy Owner: | Executive Chairman | | Mr Simon Hunter |
|-----------------------------|--|--|-----------------|
| Document Management: | General Manager | | Mr Ashley Curry |
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| | | | |
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| V2.3 | May 2019 | Further customisation for ISA Pty Ltd | |
| V2.2 | August 2018 | Customised for ISA Pty Ltd | |
| V2.1 | May 2017 | Update for National Code 2017 and RTO Manager work flow process | |
| V2.0 | September 2016 | Quality assurance check across documents with reference to ASQA fact sheets and ESOS Act changes & Explanatory guide | |
| v1.0 | July 2016 | New standards for RTO's 2015 | |

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VET COURSE PROGRESS AND INTERVENTION

PURPOSE

International Screen Academy Pty Ltd trading as Sydney Actors School and Sydney Film School (the School) has adopted the National Code Standard 10 Course Progress policy. This means students will be made aware of our policy and procedures for recording and monitoring course progress then proactively notifying and counselling students who are at risk of failing to meet course progress requirements. As a registered CRICOS provider we are obliged to report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

The School has adopted the Department of Education - DHA Course Progress Policy for overseas students enrolled in the School's VET courses. The School will comply with this Course Progress Policy and refer to the guidelines in its procedures and staff training. The Department of Education - DHA guidelines read in conjunction with this policy

REFERENCES

NC Standard 8
NC Standard 9

Overseas student visa requirements
Deferring, suspending or cancelling the overseas student's enrolment

IMPLEMENTATION

The **Executive Chairman** is ultimately responsible for students being made aware of their visa obligations and ensuring that the School complies with the ESOS Act and National Code in relation to these matters.

The **General Manager** is responsible for day to day administration of the course progress records, the database and reports and PRISMS entry. The General Manager communicates and counsels the students and manages the intervention, complaints and appeals processes.

The **Director of Education** is responsible for monitoring expected study load and results and course progress and communicating with the Executive Chairman regarding attendance, course progress and intervention and reporting.

The Director of Education deals with academic complaints and appeals.

PROCESS

VET Academic Course Progress

Department of Education - DHA Course Progress Policy is adopted

We will provide staff with the Department of Education - DHA Course Progress Policy.

Study period is 1 Semester

The study period for course progress is 1 Semester of 20 weeks.

Study periods for reporting purposes

Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in 1 (one) study period.

Where the course is a short course (less than 6 months) then the study period is the length of the course.

The School Unsatisfactory course progress is failure in any of the compulsory units of competency over the study period.

We will also monitor attendance. Attendance is expected to be maintained as set out in the timetables. Student attendance will be recorded by the trainer in each class.

Attendance is entered in the Student Management System (RTOM) and reports are generated for non-attendance at week 5, 10, 15 and 20 in each term. These reports provide attendance statistics to the Student Services Officer and Director of Education. This information informs the intervention decisions.

Staff training in the procedures

Staff will be trained in this policy and integrate it into The School procedures for student and course administration. Staff/Tutors will be made aware of their responsibility to ensure attendance is accurately kept at the beginning of each class.

Staff/Tutors will be made aware of providing information at the start of each subject on the attendance requirements in that subject including assessment dates and times.

Advise to students on how the course progress will be marked and recorded

The School must record, assess and monitor the course progress of each student for each unit of the course for which the student is enrolled over each study period.

The School will advise students that VET course progress will be recorded for every unit.

Students will receive a Subject Outline that indicates the schedule for the subject, the assessment tasks and the due dates for assessment tasks to be submitted.

The recording of progress will be at the end of the unit.

Students must maintain a minimum 80% satisfactory performance in the subject across the assessments. This will be marked within each subject and depend on:

- A. Attendance at compulsory classes – lectures and tutorials where assessment will occur such as oral assessments and practical tutorial assessments.
- B. Completion of summative Assignments or Projects

Trainer reporting of course progress

Trainers will mark assessments and the Director of Education will complete the end of subject/unit results for every student.

Review of the course progress and decision to intervene

The end of units and end of semester results will be reviewed by the Director of Education.

1. At the end of the subject:

The Director of Education will consult with the Trainer on the end of subject results.

2. If the student has “failed” the subject by not gaining the required 80% pass mark the Director of Education will consult with the Trainer before marking the student as NYC for the unit. (Not Yet Competent for the unit of competency). Students have the right to appeal this decision.

3. If a student has failed a subject they will be offered the chance to:

Re-sit written tasks

Re-submit project OR

Re-deliver performance tasks

The students work will be reassessed.

4. The Director of Education will decide the most appropriate intervention. There may be consultation with the Executive Chairman for a student who has serious attendance problems across the study period and has not gained satisfactory performance in 50% of the units in that semester.

Recording the results in the student management database

Results are recorded in the School database at the end of semester.

Where a student has failed to achieve satisfactory course progress this is recorded and reported.

Reports of results for each group and VET course will be generated and provided to the Director of Education.

NOTIFICATION TO THE STUDENT - RESULTS AND INTERVENTION

Student progress and results in RTOM

The student can discuss their statistics on attendance and assessment results at any time with the Student Services Officer.

Where a bulk message from RTOM has gone to the student because of below attendance requirements and a notice of assessment results, the student can again discuss this further with the Student Services Officer and investigate the detail in RTOM together.

Students can and should be aware of their attendance and course progress at any point in time.

Intervention strategy for a single unit

Where a student falls below the minimum satisfactory requirements for the subject/unit a letter outlining the School intervention strategy will be sent and it may include any or all of the support strategies.

- A. Offer to re-submit written work
- B. Offer to re-do a major assessment
- C. Offer to re-deliver performance tasks
- D. Offer of academic counselling and a meeting with the Director of Education

Final unit results will be accessed by the student in Director of Education meetings at the end of each semester and sent by notification letter through the RTOM system.

Intervention strategy for students failing 50% or more of subjects in the semester (during any study period)

A course warning letter will be sent advising the student of below satisfactory progress in a majority of subjects in the study period (20 weeks / 1 semester).

The student will be asked to meet with the Director of Education.

The intervention may include any or all of the support strategies:

- A. Counselling to clarify if personal situations are impacting on student results
- B. The cost of repeating an assessment for the second time
- C. Deferral options for the student
- D. Clarification of student visa implications for continued unsatisfactory progress in the second study period
- E. The complaints and appeals process and the fact that the student has 10 working days in which to follow this up.

The intervention meeting will be signed by the staff member and the student recorded in the students file. The record will be added to the student notes section in the database.

Following the Intervention meeting, the intervention strategy escalates for students continuing to fail subjects during any study period

An urgent course warning letter will be sent advising the student of below satisfactory progress in a majority of subjects in the period of study. This will emphasise that the School is obliged by legislation to report the student's unsatisfactory progress in PRISMS and that this will mean the student is breaching visa conditions.

Information in this letter will indicate the student's progress towards completion of the course within the specified duration as in the student's CoE (Standard 9)

Documentation of the second intervention meeting will be signed by the staff member and the student recorded in the student's file. The record will be added to the student notes section in the database.

The intervention strategies will be available to staff and students:

- On the website
- In the student handbook
- In the policy here that is accessed by trainers, counsellors and administration staff.

Executive Chairman/Director of Education's discretion to consider 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:

- 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;
- or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; and
 - 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)

In these circumstances, the Executive Chairman/Director of Education may use professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, the School will request documentary evidence to support the claim where available and will keep copies of these documents in the student's file. We will make notes of the decision in the student file.

Counselling and extra support

The School is aware that sometimes students fall behind because it is difficult to study in a new country and study in English as a second language. The school will make every effort to offer extra support to students who demonstrate their commitment to studies.

Allowance for the complaints and appeal process before reporting unsatisfactory course progress

The student has 10 working days in which to access the complaints and appeals process. This does not mean that the complaints/appeals process must be finalised within 10 working days.

Standard 8.4 requires that if a student chooses to access the provider's complaints and appeals process, the provider must maintain the student's

enrolment while the complaints and appeals process is ongoing. For further information see the Complaints and Appeals policy and procedure.

Reporting of students to Department of Education - DHA

The system will flag when a student has fallen below the minimum course progress across a study period as per Department of Education - DHA policy.

Where the student has chosen not to access the complaints and appeals processes within the 10 working day period, withdraws from the process, or the process is completed and results in a decision supporting the School, the Director of Education will discuss the outcome with the Executive Chairman.

The School will notify the Secretary of Department of Education - DHA through PRISMS of the student not achieving satisfactory course progress as soon as practicable. Good practice is to report the student through PRISMS within 5 days of finalising the decision to report.

SUMMARY OF COURSE PROGRESS NOTIFICATIONS

RECORDING PROCEDURES AND WHEN STUDENT IS NOTIFIED

This is approved by the Executive Chairman and sent to the Student by the General Manager

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| <p>Student Intervention Meeting Record Attendance Notification Below 80% attendance and not submitting assessments for satisfactory course progress</p> | <p>Initial intervention meeting between Director of Education and the student. Students who fall below the minimum set by the School are sent a notification warning of their attendance status and failure to submit assessments for course progress across the study period - at week 5 and week 10.</p> |
| <p>Warning Letter #1 If students do not respond to the student intervention meeting, continue to be below 80% attendance and not at satisfactory course progress, we will send a Warning Letter</p> | <p>Students who continue to fall below the minimum set by the School are sent email warning, notification of their attendance status and their course progress to date. The student is required to attend an intervention meeting with the Director of Education. The student is allowed time for the internal and external appeals process (10 working days)</p> |
| <p>Warning Letter #2 Intention to report to DHA This will occur when: There is no response to Warning Letters #1 and intervention has not been taken up. Unsatisfactory course progress at the end of a study period. Where there are no compassionate grounds established, - School intends to report unsatisfactory course progress.</p> | <p>No response to the warning letter and offer of support through intervention and no appeal process initiated by the student means the School will escalate and send a final notification to the student that the School will report to DHA for unsatisfactory course progress. This occurs at the end of a study period. The student is allowed time for the internal and external appeals process (10 working days)</p> |
| <p>Warning Letter #3 - If they do not respond to notification #1 or #2 and continue to be below 80% attendance and not at satisfactory course progress we will send a third Warning Letter - at Week 15</p> | <p>Students who continue to fall below the minimum set by the School are sent email warning notification of their attendance status and their course progress in that semester -at week 15. The student is required to attend a final intervention meeting with the Director of Education. The student is allowed time for the internal and external appeals process (10 working days)</p> |

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| Notification to DHA - No response to Warning Letter #2 and intervention meeting and no appeal. | The School prints the NOICC notice that PRISMS generates and give this to the student and a copy would be kept in the student file. The student is given an opportunity to respond to the NOICC and explain their situation |
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