

1. Purpose

This policy outlines the process for monitoring international student course progress, attendance (where relevant), and enrolment duration at Orange College (OC). It ensures that appropriate support is provided to help learners remain engaged and complete their training successfully.

The policy supports compliance with:

- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 8) – for overseas students on student visas
- The Standards for RTOs 2025 – for monitoring learner progress, engagement, and support needs for all students

This policy ensures that OC:

- Monitors course progress and/or attendance (including ELICOS attendance, where applicable)
- Identifies students at risk of not meeting progress requirements and offers timely support
- Manages enrolment extensions appropriately and informs overseas students of any possible visa implications
- Delivers online or blended learning in accordance with sector and regulatory requirements
- Regularly reviews and updates progress-monitoring practices to reflect student needs and support continuous improvement.

2. Scope

This policy applies to all students who are commencing, have commenced or are continuing study with OC.

3. Definition

A *Study Period* is a defined timeframe within a course that is used to monitor student progress and/or attendance.

At OC:

- The standard minimum study period is 10 weeks, as this is generally considered a reasonable duration to assess a student's course progress.
- The maximum study period is six months, in line with course monitoring requirements.

For courses shorter than 10 weeks, the entire course duration is treated as a single study period, and student progress and/or attendance is monitored continuously throughout the course.

Study periods are specified in the student's Enrolment Confirmation Letter and may differ depending on the course type and structure:

- In VET courses, if no specific study periods are defined, progress is monitored at least every six months.
- For ELICOS courses, study periods are calculated in weekly blocks and used to monitor both attendance and course progress, in line with ELICOS standards.

4. Procedure

COURSE COMPLETION WITHIN THE EXPECTED DURATION OF STUDY

OC is responsible for managing each student's course progress and study load to ensure they complete their program within the duration specified on their Confirmation of Enrolment (CoE) and in accordance with the CRICOS-registered course curriculum.

To meet this obligation, OC will:

- Monitor each student's enrolment, academic progress, and attendance regularly to identify any risk of delayed completion.

- Ensure that any variations to study duration (such as course extensions due to compassionate or compelling circumstances, academic intervention, or reduced study load) are appropriately assessed, documented, and reported if required.
- Ensure that for each unit, no more than 30% of learning activities are delivered via online or distance learning, with a minimum of 70% delivered face-to-face, in accordance with OC's blended learning approach and CRICOS and student visa requirements.

Orange College will only extend a student's CoE when:

- Compassionate or compelling circumstances apply (e.g., illness, bereavement)
- A student has been approved for a formal intervention strategy
- An accredited course structure change or unit availability issue has affected the expected completion timeline
- The student is granted an approved leave of absence, resulting in deferred or suspended studies

All decisions and documentation related to enrolment extensions or variations in study mode will be recorded in the student's file. Any required update will be made in PRISMS in accordance with ESOS Act and National Code requirements.

MONITORING and TRACKING STUDENT COURSE PROGRESS

OC maintains and tracks course progress through the enrolment process within the Student Management System (SMS):

- 1) Each course is setup within the SMS, with the required units, timeframes, delivery methods and sessions for delivery.
- 2) Students are then enrolled into the course. The Training Plan is issued electronically at orientation / induction, triggered automatically by the SMS.
 - a) Training Plan is a live document, and any changes will be reflected in the SMS where it will be readily accessible to the student. A copy of the Training Plan is also stored in the Student Enrolment Logbook.
 - b) Students can view their unit enrolment, outcome of the unit and timetable from learner's app on SMS.

The College will monitor the student's academic performance and alert the student where necessary should they be falling below the requirement.

OC is required to implement Intervention Strategies for students not meeting the course requirements. The Administration and Student Support Supervisor/Training and Operations Manager or an Authorised Representative will monitor student academic performance and follow the below mentioned strategies when and where applicable.

OC will review the academic progress of each student via the Study Periods of the course within the SMS. This will allow the College to identify 'AT RISK' students:

- 1) When the student has failed in more than 50% of the units in a study period of the course

When a student's academic progress falls below 50% for a single study period the Administration and Student Support Supervisor/Training and Operations Manager or an Authorised Representative will send the '1st Warning Letter,' indicating that the student must contact OC and organise an intervention meeting with the Administration and Student Support Supervisor/Training and Operations Manager or an Authorised Representative to discuss their poor academic progress and strategies to ensure they stay above the 80% academic progress requirement for the following Study period.

- 2) When the student has fallen below 80% academic progress in the current study period after falling below 50% in the previous study period

The student shall be sent a '2nd Warning Letter' notifying them they are at risk of breaching their requirement to maintain academic progression for each study period they are enrolled. They are informed that if they fall below the required academic progression in two consecutive study periods they will be reported to the appropriate government agency(s) and required to organise an appointment with the Administration and Student Support Supervisor/Training and Operations Manager or an Authorised Representative to discuss their poor academic progress and strategies to ensure and assist identified students to achieve satisfactory course progress.

- 3) When student's projected academic progress is deemed unsatisfactory due to falling below the required threshold for 2 consecutive study periods.

The student shall be sent a "Final Warning letter (Academic Progress)," indicating they are going to be reported to the Department of Home Affairs for unsatisfactory academic progress in their course of study. They are informed that under section 19 of the Education Services for Overseas Students Act 2000 (ESOS Act), OC intends to report them to the Department of Home Affairs for unsatisfactory course progress.

They are also informed of their ability to access the appeals and complaints process and have 20 working days to do so.

If the student does not lodge an appeal or complaint within 20 working days of notification, OC will report the student to the Department of Home Affairs via PRISMS for unsatisfactory progress. This will result in cancellation of their enrolment and can affect their student visa.

- 4) Student progress is monitored through a fortnightly early intervention process. During these reviews, academic performance data is analysed to identify students at risk, particularly those with failed units. Identified students are marked for reassessment and contacted by the Administration and Student Support Supervisor/Training and Operations Manager or an Authorised Representative via email with details of their current progress and the steps required to catch up.

5. Intervention Strategies

The objective of any intervention strategy is to identify any necessary action to assist the student to achieve or regain satisfactory course progress.

The Administration and Student Support Supervisor/Training and Operations Manager or an Authorised Representative is responsible for the implementation and monitoring of the intervention strategy.

The report is run fortnightly, and the Administration and Student Support Supervisor/Training and Operations Manager or an Authorised Representative will review the academic progress of all students and identify those students who are "at risk" of not meeting satisfactory course progress requirements. Identified students will be sent the applicable student course progress warning letter requiring them to attend an intervention meeting.

The Final warning letter will inform the student that he or she is able to access OC's complaints and appeals process as per National Code Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so. A copy of this letter is retained within the student's enrolment logbook on SMS.

If the student believes there are reasons why they should not be reported, they may appeal as detailed above. The student may appeal if they believe one or more of the following have happened:

- OC has not recorded assessment outcomes correctly.

- There are compassionate or compelling reasons which have contributed to their unsatisfactory progress.
- OC has not implemented their intervention strategy in accordance with their documented policies and procedures.
- OC has not implemented any other policies which may have impact upon their results - e.g. assessment policy and Deferment, Suspension and Cancellation policy.
- OC has not provided the Complaints and Appeals Policy to the student.

Copies of warning letters and all other relevant documents will be placed in the student's enrolment logbook on the SMS.

The intervention meetings will be initiated by the Administration and Student Support Supervisor. However, the Training & Operations Manager or an Authorised Representative may be called on to assist with the process.

At the intervention meeting, academic and non-academic issues are to be explored, solutions sought, and the following intervention strategies will be put in place where appropriate:

- 1) Extra academic skills support e.g extra tutorials (face to face or online sessions) *
- 2) LLND Support
- 3) Modification in Workload
- 4) A Mentor Program
- 5) Personal Counselling
- 6) Re-assessments offered during break period/holidays*
- 7) Providing student, IT related assistance e.g joining Moodle, Zoom sessions, accessing OC email and learners app.
- 8) Extension in Course Duration
- 9) Vocational/ Work Placement

Details of the intervention strategy proposed by the College will be recorded, transmitted in writing to the student by email or mail and a copy of the written document sent to students placed in their learner logbook on the SMS.

Students will be required to accept the intervention strategy proposed by OC within 10 working days by signing the Intervention form. Depending on their current warning stage, students failing to accept the proposed interventions strategy will either continue to be identified as "at risk" and progress through the warning process (e.g., from first to second warning), or be reported to the Department of Home Affairs for unsatisfactory academic progress.

Students who attend an intervention meeting and sign the Intervention form but fail to adhere to the plan, as well as students who fail to attend the intervention meeting without a reasonable excuse, will be sent a final warning letter after the end of the second consecutive study period. They will also be informed of their ability to access the complaints and appeals process and have 20 days to do so.

If they do not respond or their grounds for appeal are rejected, they will be reported to the Home Affairs for unsatisfactory course progress.

In the event that the College varies a student's workload or expected duration* of study on completion of the Intervention process, OC will:

- 1) Record this in the SMS

- 2) Issue a new CoE
- 3) Report this variation via PRISMS

OC will also inform the student to contact the Department of Home Affairs to discuss any issues with their Visa requirements.

**Can be offered in the form of gap training or re-assessment alongside other units as well. Students must express their interest in participating in gap training and re-assessment by completing an online form. Please refer to the Expression of Interest process for more information.*

6. Extension to Course Duration

The College will only extend the duration of the students' study where it is clear that the student will not complete the course within the expected duration, as specified on the students CoE, as the result of:

- Compassionate of compelling circumstances,
- After implementing an Intervention Strategy for students who are at risk of not meeting satisfactory course progress, or
- An approved deferment or suspension of study has been granted in accordance with the Deferral, Suspension or Cancellation Policy.

All Intervention Strategies or Extensions will be assessed individually, taking into account the circumstances of the student.

Except in the circumstances listed above, the expected duration of study specified in the students CoE must not exceed the CRICOS registered course duration

7. Reporting

OC must report to the Department of Home Affairs any student whose academic progress is deemed unsatisfactory, specifically if their progress falls below the percentage margin in 2 consecutive study periods. The report for breach of Visa Conditions will be made to the Department of Home Affairs via PRISMS unless students have successfully appealed with supporting compassionate and compelling reasons.

Students shall have 20 working days to access the Complaints and Appeals process. Should the student choose not to access the Complaints and Appeals process, then OC will report to the Department of Home Affairs at the earliest available opportunity, in accordance with PRISMS protocols.

A copy of all letters, details of phone calls made, and all relevant reports are to be kept in the students' learner logbook in the SMS.

8. Monitoring Course Attendance (ELICOS Courses Only)

- 1) Each student's attendance will be regularly recorded each study period for ELICOS courses only. This policy or conditions are not applicable on any VET courses offered by OC.
- 2) ORANGE COLLEGE provides all students with clear expectations on the attendance required
- 3) A student is immediately contacted when they miss 5 consecutive classes by the Trainer and Assessor/ Student Services staff/ELICOS Program Coordinator.
- 4) A student may provide evidence of compassionate or compelling circumstances i.e. those beyond the control of the student and which have an impact upon the student' course progress or wellbeing. ORANGE COLLEGE

will always use its professional judgment in making decisions, and each case will be judged on its individual merits. These circumstances 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;
 - 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 the registered provider was unable to offer a pre-requisite unit.
 - In such cases as described above, OC may approve a temporary suspension of the student's studies as per the Deferral, Suspension and Cancellation Policy.
- 5) Monitoring course attendance must be read in conjunction with the detailed policy of OC's ELICOS Course Attendance policy and procedure for understanding and use.

Disclaimer: This policy is for international students ONLY.