



COURSE PROGRESS MONITORING POLICY AND PROCEDURES

Purpose

The purpose of this policy is to ensure that the Signature Training College monitors overseas 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 overseas students who are at risk of failing to meet course progress requirements.

This policy is to provide aspirations and to ensure that overseas students do not breach their visa requirements.

Definitions

Academic staff includes staff involved in Teaching, Training and/or Assessment to overseas students for Vocational Education and Training

CoE means Confirmation of Enrolment

DESE means Department of Education, Skills and Employment

DHA mean Department of Home Affairs

ESOS Act means the Education Services for Overseas Students Act 2000

National Code means National Code of Practice for Providers of Education and Training to Overseas Students 2018

Study period is defined as a discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the registered provider as long as that period does not exceed six months.

PRISMS means Provider Registration and International Student Management System (PRISMS).

Training Product means AQF qualification, skill set, unit of competency, accredited short course or module.

Policy

1. Completion within expected duration

- a. Overseas students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.
- b. Signature Training College monitors student progress to ensure that overseas students complete their studies within the expected duration specified on their Confirmation of Enrolment.

2. Study Periods

- a. Study periods may also be known as 'terms' and are described in Training and Assessment Strategies and course outlines. They are designed to ensure the academic integrity of the course is upheld.

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📍 Suite 1, 191 Church Street Parramatta NSW 2150

Camellia Campus

📍 Suite 2C L1, 1C Grand Avenue Camellia NSW 2142

International Students

✉️ info@stc.edu.au

☎️ 1-800-STC-EDU (1800-782-338)
(02) 8806 3939 | +61 466 666 913

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3. Determining if a student has met course progress requirements

- a. Overseas Students who do not meet course progress requirements are at risk of having their visas cancelled.
- b. Overseas Students must have demonstrated satisfactory course progress requirements by the end of each study period.
- c. this means, they must have successfully completed all the required assessment tasks.

4. Determining at risk students

- a. Overseas Students will be deemed at risk of not meeting course progression requirements if they:
 - do not participate in a summative assessment task.
 - do not submit an assessment task by the due date or extended due date.
 - have received an assessment outcome of Not Satisfactory for one or more assessment tasks.

5. Course Progress Monitoring

- a. All overseas students' progress will be monitored using the Student Management System (VETtrak)
- b. At the end of each monitoring period:
 - The monitoring report is updated by the Student Services Officer including a status of progressing, at risk or not progressing for all overseas students on each reporting date. This is based on current evidence located in student files and other academic records.
 - The Student Services Officer will consult with Academic Quality Manager if there is any uncertainty or more evidence needed to confirm or deny a student's course progress status.
- c. The monitoring report will also record commencement and review dates for all Intervention Strategies.

6. Intervention Strategy

- a. Signature Training College ensures that it identifies, notifies and assists overseas students where there is evidence that the student is at risk of not meeting course progress requirements.
- b. For overseas students at risk of not meeting course progress requirements, an individual intervention plan will be developed that documents the support that will be provided. This may include:
 - reviewing learning materials with the student and providing information to overseas students in a context that they can understand;
 - providing extra time to complete tasks;
 - providing access to supplementary materials;
 - providing supplementary exercises to assist understanding;

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- attending tutorials;
- attending counselling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- referral to external organisations where Signature Training College 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.

7. Extension to an expected course duration

Extensions to the course duration specified on the CoE are only allowed where:

- a. A student is complying with an intervention strategy implemented for overseas students identified at risk of not making satisfactory course progress, or
- b. An approved deferral or suspension of studies has been granted in accordance with the Signature Training College's Deferral, Suspension and Cancellation Policy and Procedure. Compassionate or compelling circumstances apply, (suitable evidence must be provided), which may include but is 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 Signature Training College 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.
- c. When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported via PRISMS.
- d. All variations in the student's study pattern, including the reasons for the variation will be recorded on the student's file.
- e. Where the duration of the student's enrolment is extended, Signature Training College will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

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8. Online or distance learning enrolment

- **VET Students**

- Signature Training College will not deliver a course exclusively by online or distance to an overseas student.

9. Reporting overseas students

1. Where a student has demonstrated unsatisfactory course progress despite interventions being implemented, Signature Training College will be required to report the student to DHA via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and the reasons for the intention to report. Student will have received first and second warning letters before the notice of intention to report is issued.
2. Overseas students have the rights to appeal against decision to report as per Signature Training College Complaints and Appeals Policy & Procedures. If the student chooses to access this process, the student will not be reported until this process is complete.
3. Signature Training College will only report unsatisfactory course progress in PRISMS if:
 - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
 - the student has chosen not to access the internal complaints and appeals process within the 20-working day period; or
 - the student has chosen not to access the external complaints and appeals process: or
 - the student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
4. All records will be kept on the student's file including warning letters and the notice of intention to report.

Procedure

Signature Training College will monitor each student's study load to ensure that they are able to complete the program of study within the specified timeframe on their CoE.

Satisfactory course progress is assessed through updates on Moodle by trainers/assessors of both student attendance and student successful completion of assessments on a class-by-class basis. Student Administration will undertake a weekly review of all classes and notify any students who need follow up based on attendance or study progress.

The course progress monitoring procedure is set out visually in the Flowchart on Course Progress Process, which should be consulted for all decision points.

Attendance risk

A student is considered at risk if they have attended less than eighty per cent (80%) of the scheduled

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class hours in any week. If the student is deemed as having continued missing sufficient classes that they are at risk of not meeting course progress requirements, an Intervention Strategy is implemented as described in this policy.

Study progress risk

If study progress is not achieved, a staff member will refer the student to the Student Services Officer, who will organise an Intervention Strategy and a subsequent Study Plan or Individual Learning Management Plan (ILMP) for the student. The student may have to attend compulsory classes or undertake homework or other activities to enable them to return to acceptable course progress levels. This may also include completing a declaration regarding course attendance.

The steps Signature Training College takes when undertaking the Intervention Strategy include:

1. Contacting the student to ascertain the reasons for the lack of course progress
2. Discussing the course, its learning outcomes, its future subjects and being candid about the direction of the course versus the student's own goals and if they have changed
3. In most cases, a Study Plan will be agreed with the student and signed by both the student and the Student Administration or the trainer. This step is taken if it is ascertained that the course goals, direction and future units continue to be aligned with the student's goals and future direction.
4. The Study Plan will outline specific steps to be taken by the student and those that Signature Training will do to improve student performance and re-align it to the course progress requirements.
5. The Study Plan will be implemented and monitored for progress. This may lead to weekly meetings or more regular meetings with the Academic Quality Manager or other authorised Signature Training College officer.

Some other ways in which Signature Training College may support the student when undertaking an Intervention Strategy are:

- Counselling
- Attending extra tutorials
- Attending one on one sessions with a lecturer or tutor
- Attending additional group classes
- Attending language support sessions
- Completing a declaration of attendance reform
- Agreeing to specific Study Plan
- Agreeing to specific study achievement milestones
- Other academic measures as deemed necessary by Signature Training College

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Individual Student Record of Progress and Intervention

This record is completed by Student Administration after liaising with the trainer. Each student has a record of progress and attendance that exists within the Student Management System and student record. The format of this record is shown below.

Student First Name	
Student Surname	
Student ID Number	
Course Name	
Couse Code	
Unit Name	
Unit Code	
Study Period	
Date Commenced Studies (DD/MM/YYYY)	
Student Email	
Student Address	
Student Mobile	
Attendance Percentage (%) as at (DD/MM/YYYY)	
Course Completion Percentage (%) as at (DD/MM/YYYY)	
Current Intervention Strategies (Detail)	
Date of Current Intervention	
Past Intervention Strategies (Detail)	
Date of Past Intervention	
Study Plan Details (if applicable)	
Compliance Correspondence with Student (Detail)	
Date of Correspondence	
Current State of Student Progress	
Current Risk of Non-Compliance with Visa Conditions	
CoE Details	
Action Items	
Student Counselling Session Details	
Student Counsellor Name	

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Intervention Strategy

Intervention strategies may further be escalated if change is not forthcoming and instances of escalation are taken seriously by Signature Training College. In the event that avenues to support the student have not yielded the required result, the college may write to the student informing them of a potential breach in their Student Visa conditions, due to a lack of course progress. This may be escalated further where Signature Training College may report the student to the Department of Home Affairs as required by law.

Study Plan

A Study Plan will be developed for the student with specific conditions in the Plan that the student must abide by. The Study Plan is developed by Student Administration in collaboration with the trainer. If these conditions are not met within the next study period, the student will be notified of the breach of their visa conditions and their CoE may be cancelled.

A copy of the Study Plan used in the Intervention Strategy will be maintained by Signature Training College on file for future reference should a new case of Intervention be required. The student is alerted to the fact that not making satisfactory course progress is a serious matter and may lead to the reporting of the student, by Signature Training College to the Department of Education, Skills and Employment. It is anticipated that students undergoing an Intervention Strategy will give the matter the attention it deserves and will work to enhance their course progress.

Continuing study progress risk

Students who have failed any unit twice will be subjected to a monitoring and intervention regime to ensure they comply with student visa requirements. This monitoring includes counselling and, where required, academic support. This process continues for one (1) study period after the study period in which the student failed any unit for the second time.

Students experiencing challenging personal circumstances that may have led to their absenteeism or slow progress are encouraged to contact the Student Counsellor as soon as practical to discuss their specific case.

If the student does not make satisfactory progress during this time, they are at risk of not meeting course progress requirements and will be contacted formally to inform them of the potential breach of their visa conditions. Students who do not abide by the terms of an Intervention Strategy, Study Plan and/or other course progress requirements will be sent a letter informing them of the Signature Training College's intention to report a lack of course progress or any non-compliances or breaches of student visa conditions via PRISMS to the Department of Education, Skills and Employment. This may subsequently lead to Signature Training College contacting the Department to report the student.

Students will be afforded natural justice and an opportunity to respond.

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All correspondence, attendance, intervention strategies and other documentation associated with the student shall be maintained in the student file.

Appeals, Complaints and Natural Justice

The student is afforded natural justice and has a right of appeal pursuant to the Complaints and Appeals Policy. They are also informed of their rights, not just as a student, but as a consumer, under this policy. This is done when communicating with the student, such as when informing them of an intent to report. The student may appeal or complain about a decision of Signature Training College and are entitled to a written response. Signature Training College will not cancel a student's enrolment before the **twenty (20) working day** notice period, or, if a complaint is lodged, until after the appeal has been finalised.

If the student is not satisfied with the outcome, they may refer the matter to an external party for mediation.

Roles and responsibilities for implementation of Course Progress Monitoring Policy and Procedure

1. Chief Executive Officer is responsible for the approval of the document.
2. RTO Manager and Academic and Compliance Manager are responsible for the implementation of the Signature Training College prevention, counselling, intervention and education strategies,
3. Trainers and Assessor always demonstrate best practice with respect to subject content and assessment delivery, educate students in appropriate referencing techniques and clearly explain what constitutes plagiarism, collusion and other forms of cheating, and
4. Student Services Officers identify initially instances of academic integrity breaches and must refer these to the relevant staff for review as per the Course Progress Monitoring Policy and Procedure
5. Admissions Officer to update PRISMS regarding the cancelation of CoE due to Unsatisfactory Course Progress

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Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Responsible Officer	Student Services Officers
Implementation Officer	RTO Manager Academic Compliance Manager Training Manager Trainer and Assessor Admissions Officer
Last Approval	24 March 2022
Review Date	24 March 2023
Approved by	Chief Executive Officer
Associated Documents	
Complaints and Appeals Policy and Procedure Individual Student Record of Progress and Intervention Student Intervention Strategy Study Plan or Individual Learning Management Plan	
Version Control	
Version 1.0	

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