



## Course progress policy & Procedures (for VET Programs)

CIBT regularly monitors, records and assesses the Course Progress of each Student for the Course in which the student is currently enrolled.

The Trainers' Feedback, Attendance Level and more importantly poor performance (i.e. failing to successfully complete at least 50 percent of the subject undertaken in the term) are used as measures to identify Students making Unsatisfactory Course Progress/at risk of making Unsatisfactory Course Progress.

CIBT formally assesses each Student's progress **every Nine weeks** which is defined as one compulsory Study Period.

At CIBT, Unsatisfactory Progress is defined as not successfully completing at least **50 percent of the Units/subjects** attempted in a **9 weeks study period**.

CIBT also enforces its Attendance Policy whereby Students are required to have satisfactory attendance in each unit.

The table given below demonstrates course requirements for each study period that CIBT uses to identify whether he/she has failed to make Satisfactory Course Progress requirements (passing 50% of the unit that have taken in the term) and therefore require an intervention measure.

Units undertaken in a Term	Student need to pass (unit) to meet the 50% of the Course Requirement
1	1
2	1
3	2
4	2
5	3

Usually Students would be doing 1 to 5 units in each term (9 Weeks) depending up on nominal hours required for the unit. Above table would be used to find out whether students have met the course progress requirement at CIBT.

### Intervention Strategy

CIBT employs the following procedures to comply with the requirements of Course Progress Policy and Procedures as the CRICOS provider of VET Course.



## Procedures for identifying and contacting Students at risk of making Unsatisfactory Course Progress

1. CIBT formally assesses each Student's Progress to identify Students making Unsatisfactory Course Progress/at risk of making Unsatisfactory Course Progress at the end of each 9 weeks which is one term and defined as one compulsory study period.
2. CIBT uses the **following measures to monitor and identify** Students making Unsatisfactory Course Progress/ at risk of making Unsatisfactory Course Progress:
  - The student's weekly Attendance Report
  - Trainers' Feedback on the Student's Performance and Participation in the class
  - Percentage of units/units the Student has successfully completed in the given term. CIBT database has feature to extract the report of Students not making Satisfactory Course Progress and Compliance Manager runs this report at the end of each term.
3. All at risk students as identified during the assessment will be sent the warning letter.
4. The warning letter/email states that the Student has not achieved Satisfactory Course Progress and therefore required to come for an interview to discuss intervention strategies. The Student must contact the reception in person or by phone to make an appointment to see the Compliance/Academic Manager for Intervention.
5. Once a *Final Warning for Unsatisfactory Course Progress* is issued, they will have 20 working days in which to access CIBT's appeals process, during which time they will still maintain their enrolment. If Student fails to come for an Appeal, CIBT will report the Student to Department of Home Affairs (DHA) after 20 days the Final Warning was sent via PRISMS.
6. The Compliance/Academic Manager will interview the "At Risk Student" using the CIBT interview form and procedures to identify the reasons for the problem and discuss/negotiate an appropriate intervention strategy which may include;
  - Providing the Students with extra classes
  - Providing the Student with extra support to catch up
  - Advising Student to take suitable alternative Course
  - *Providing the students an opportunity to have the failed unit/units re-assessed or allow to re-attempt (given that the Student maintained Satisfactory Attendance).*
  - Increasing monitoring of the Student in terms of both attendance level and class participation



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- Providing counseling if their personal situation was behind the Student's poor performance.

7. During the interview, the Compliance/Academic Manager reiterates the Student the consequence of the failure of making Satisfactory Course Progress within the set time frame.
8. If the Student's Appeal is accepted the Compliance/Academic Manager will then inform the respective CIBT personnel (i.e. Student Support Officer/Trainer) of the intervention strategy and advise them to constantly monitor their progress and report back.

If the Student's Appeal is rejected the student can request for the appeal to be reviewed by the Chief Executive Officer (CEO). In order to do this the Student must make an appointment within 5 Working days the letter/email issued to the Student.

Student can also lodge an external appeal or complain about this decision to the Overseas Students Ombudsman. If the student decides to do so they must provide evidence to CIBT within 10 Working days the letter/email issued to the Student.

9. The Compliance/Academic Manager will record the details of the "At Risk Student" in the CIBT's college database so that monitoring and recording can be carried out.
10. The Student will be **participating in the regular term activities** and intervention programs concurrently.
11. Student will be strictly monitored for the next term and every term thereafter.
12. Any Students who have found to be making Unsatisfactory Course Progress i.e. failing to successfully complete 50 percent of the units/units undertaking in the given term despite going through intervention program will be sent *Final Warning Letter for Unsatisfactory Course Progress (For the Second time)* with CIBT's intention to report to Department of Home Affairs (DHA).
13. If the Student's Appeal (for the second time) is rejected by the Compliance/Academic Manager they will not have a chance to get this decision reviewed by the CEO, however, they can seek external appeal. If the student decides to go for an external appeal to the Overseas Students Ombudsman, they must give us in writing within 5 working days of the *Final Warning for Unsatisfactory Course Progress (issued for the second time)*.
14. *The records of interventions, appeals processes and reporting are kept in respective Student files.*
15. If CIBT identifies that Student is at the risk of making Unsatisfactory Course Progress before the end of the term, CIBT implements its intervention strategy **as early as practicable**.



## WHO is responsible for each of the steps?

- CIBT's Compliance/Academic Manager is responsible for defining the workload for the study period, checking progress, deciding that the Student is at risk, implementing the intervention strategy, informing the Student of the CIBT's intention to report, hearing an appeal, and reporting the Student through Provider Registration and International Student Management System (PRISMS).
- Compliance/Academic Manager is responsible for maintaining records and this is managed centrally.

## HOW will each step take place?

- CIBT has web based Student Management System (database) that automatically alerts Compliance/Academic Manager to Students at risk of making Unsatisfactory Progress. The Student Support Officer or the Compliance/Academic Manager runs the report in the database at the end of each academic term to find out Students of not making Satisfactory Course Progress.
- Students are informed of the CIBT's concern for the Student's progress or intention to report the Student by writing.

## Right of appeal

Under the Course Progress Policy, the Student may appeal against CIBT's decision to report to Department of Home Affairs (DHA). The appeal will be considered only if it is made under some or all of the following grounds and made within 20 working days from the date of CIBT' decision to report the Student to Department of Home Affairs (DHA).

- CIBT has not recorded or calculated Students marks correctly
- There are compassionate or compelling reasons which have contributed to Students Unsatisfactory Progress (Students must provide documentary evidence such as verified legitimate medical certificates, etc)
- CIBT has not implemented its intervention strategy in accordance with its documented policies and procedures
- CIBT has not implemented other policies such as assessment, feedback etc. which may impact upon their results
- CIBT has not made the Course Progress Policy available to the Student.

CIBT will provide the Student with a written outcome of their appeal in the form of a signed interview form or a formal letter outlining the details and reasons for the outcome.

Students also have the right to maintain ongoing enrolment while the appeals process is active.



## Outcomes of the Appeal Process

- If the appeal shows that there was an error in calculation, and the Student actually made Satisfactory Course Progress (successfully completed at least 50% of the course requirements for that term), then CIBT will not report the Student, and there is no requirement for intervention.
- 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, ongoing support will be provided to the Student through the CIBT's intervention strategy, and the CIBT will not report the Student. However, this may lead to an **extension of the duration of the Student study** at CIBT.
- Compassionate or compelling circumstances are generally beyond the control of the Student and they may impact the progress through the Course. These could include serious injury or illness, bereavement of close family members such parents and grandparents, natural disaster in home country and traumatic experience such as crime committed against Student, involvement or witnessing of an accident.

## Right to withdraw or not access appeals process

Where a Student has chosen not to access the CIBT Complaints and Appeals processes within the 20 working days, withdraws from the process, or the process is completed and results in a decision supporting CIBT's decision to report the Student, CIBT will notify through Provider Registration and International Student Management System (PRISMS) as soon as practicable.

## Reporting student to Department of Home Affairs (DHA) / Department of Education & Training (DET)

Once Student has assessed as not meeting Satisfactory Course Progress, CIBT then informs the Students in writing of its intention to report the Student. CIBT gives Students 20 working days for the complaints and appeal process.

CIBT will notify on Provider Registration and International Student Management System (PRISMS) if:



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- The Student did not lodge an application for appeal against the decision within allowed timeframe.
- The Student made an appeal with unsuccessful outcome.

## Extension of Duration of Studies

Some Students who have successfully achieved Academic Progress as a result of intervention may require an extension to their duration if they cannot complete the Course requirements as specified on the Confirmation of Enrolment as a result of:

- Compassionate or compelling circumstances (such as illness where medical certificates state that the student was unable to attend classes or where the CIBT was unable to offer a pre-requisite unit)
- CIBT implementing its intervention strategy for Students were not able to meet Satisfactory Course Progress
- An approved deferment or suspension of study has been granted under National Code Standard 9.

## Supporting documentation

Supporting documentation is usually required to consider a claim of compassionate and compelling circumstances. This could include, but is not limited to:

- ✓ Police report;
- ✓ Medical certificate;
- ✓ Psychiatric certificate;
- ✓ Death certificate.

## Medical and psychiatric certificates

To be considered valid evidence, medical and psychiatric certificates must:

- ✓ Be issued by a registered clinician (doctor, RN, psychologist, psychiatrist, etc.);
- ✓ State that the Student was unable to attend classes;
- ✓ State the length of time the Student will be unfit for class;
- ✓ Include the clinic's contact details;
- ✓ Be translated into English if written in language other than English.

Where the intervention strategy has resulted in a variation in the Student's enrolment load, which may affect the Student's expected duration of study in accordance with National Code Standard 8.16, CIBT is to record this variation and the reasons for it on the Student file. CIBT will report the Student via Provider Registration and International Student



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Management System (PRISMS) and/or issue a new COE when the Student can only account for the variation by extending his/her expected duration of study.



### The flow chart demonstrating the CIBT Course Progress Policy and Procedure

