

Course progress

Implementation Date: 23/03/2018

Version: 1.1

Audience

Education Queensland International (EQI) staff, schools, school staff, students.

Purpose

This procedure outlines the roles and responsibilities of school staff and EQI staff, and the steps they follow to:

- support students to achieve the expected learning outcomes of their course
- monitor students' course progress
- identify, notify and assist students at risk of not meeting course progress requirements
- report a student who has breached course progress requirements to the Commonwealth Government.

It is a student visa condition that students must maintain satisfactory course progress. EQI has defined satisfactory course progress in the Course progress policy, which should be read in conjunction with this procedure.

Overview

School staff inform students of the requirements for the course and tell them how the course will be assessed. They regularly monitor students' academic performance.. This allows early intervention to support students to achieve satisfactory course progress. If a student has not achieved the required standard and is identified as being at risk of not achieving satisfactory course progress, the principal will issue a written warning. Failure to meet the required standard in the next end of semester report will trigger EQI involvement and may result in the student being reported to the Commonwealth government, which may impact their student visa.

Responsibilities

School staff

- inform students of the requirements for their course and how they will be assessed
- regularly monitor course progress
- develop and implement early intervention strategies
- liaise with parent/approved relative/homestay provider/other school staff
- escalate issues and concerns to school principal
- maintain accurate and up to date records (for example, adding a record of contact in OneSchool for each contact with student).

Director, International Student Programs (ISP), EQI

- decide whether to report a student to the Commonwealth Government for unsatisfactory course progress.

EQI staff

- report unsatisfactory course progress to the Commonwealth Government, as directed
- ensure safe and appropriate arrangements are in place for a student in homestay, in accordance with the Accommodation and welfare policy, where a student's visa is cancelled
- provide advice and support to school principal and school staff implementing this procedure.

School principal (or delegate)

- appoint sufficient and suitably qualified staff (school staff) to monitor course progress and implement appropriate early intervention strategies
- issue written warnings to students and parents
- escalate matters to Director, ISP, EQI, if required.

Process

1. Monitoring course progress and intervention strategies

School staff

- 1.1 inform students of the course progress requirements as outlined in the Course progress policy
- 1.2 tell students how their course will be assessed
- 1.3 monitor academic performance of each student
- 1.4 international student program staff liaise with class teachers during the term to ensure students are on track to achieve satisfactory course progress
- 1.5 identify when a student will need additional help to improve their academic performance and activate appropriate intervention strategies, for example, require student to:
 - attend academic skills programs
 - attend tutorial or study groups
 - receive individual case management
 - attend study clubs
 - attend counselling
 - receive assistance with personal issues which are influencing progress
 - receive mentoring
 - be placed in a suitable alternative subject within a course or a suitable alternative course
 - have their course load reduced (refer to Variation to student enrolment procedure)
- 1.6 consider a temporary suspension of enrolment where a student is at risk of not making satisfactory course progress due to compassionate or compelling circumstances (for example illness, injury or other serious event)

- assist student to complete and submit a Temporary suspension request form, ensuring that appropriate evidence (for example, a medical certificate) is attached
 - advise EQI staff where a temporary suspension of enrolment is appropriate and the student is unable to submit a Temporary suspension request form
 - students are not assessed during the period of a temporary suspension
- 1.7 **at any time** notify student and parent/homestay provider (if appropriate) that student is not on track to make satisfactory course progress and they must attend a meeting
- consider using the Course progress meeting letter template
 - advise student to bring any relevant evidence to the meeting
- 1.8 discuss student's course progress and effort, referring to the Course progress policy and potential consequences for non-compliance
- 1.9 develop a strategy, collaboratively with the student, to support the student to improve their academic achievement and to meet course progress requirements
- 1.10 record the agreed strategy and details of the meeting in OneSchool
- 1.11 escalate to school principal if there is no improvement in student's performance.

School principal

- 1.12 **at any time** where a student is identified as being at risk of not achieving satisfactory course progress (if they have not met the required standard for their course, detailed in the Course progress policy), and intervention strategies were implemented, issue Course progress warning letter, outlining what actions student needs to take to improve by the end of semester
- 1.13 meet with student and parent/homestay provider (if appropriate) to discuss student's performance, reinforce the Course progress policy and the potential consequences for non-compliance
- review intervention strategies that are in place to ensure they are still appropriate and adjust if required
 - record details in OneSchool
- 1.14 inform Director, ISP, EQI that student has been issued a Course progress warning letter
- 1.15 regularly monitor the situation, liaise with student, school staff and parent/homestay provider (if appropriate)
- 1.16 **at the end of the semester**, if the student's report indicates that satisfactory course progress has not been made, make a recommendation to Director, ISP, EQI to report student
- 1.17 notify Director, ISP, EQI by sending an email to EQInternational@qed.qld.gov.au, including:

- “(student name), failure to make satisfactory course progress, (school name)” in the subject line of the email
 - a list of all the relevant documents, in chronological order, in the body of the email – for example, school report/s, OneSchool records of contact, meeting notes, course progress meeting letter (if issued), intervention strategy, warning letter, evidence of compassionate or compelling circumstances
 - an explanation about how unsatisfactory course progress has been determined
 - assurance that the school has complied with this procedure
- 1.18 email any new relevant information that becomes available after notifying the Director, ISP, EQI, to EQInternational@qed.qld.gov.au with “(student name), failure to make satisfactory course progress, further information” in the subject line of the email, if required.

2. Reporting unsatisfactory course progress

Director, ISP, EQI

- 2.1 upon receiving a compliant notification from school principal, issue a Course progress show cause notice to student and parent as soon as practicable
- ask student/parent to show cause, within five working days, why student should not be reported to the Commonwealth government for failing to meet course progress requirements
- 2.2 assess application for an extension of time to make a submission, if required
- 2.3 where a submission is received within the allowed timeframe, consider the submission and decide, within three working days, whether or not student has made unsatisfactory course progress:
- if yes, issue an Intention to report for unsatisfactory course progress to student and parent
 - student/parent has 20 working days to appeal
 - if no,
 - issue a Decision not to report for unsatisfactory course progress letter to student and parent making it clear what is expected of student
 - inform school principal who will be responsible for liaising with student, parent/homestay provider and school staff to assist student to improve their course progress using appropriate intervention strategies
- 2.4 where no submission is received within the timeframe, issue the Intention to report for unsatisfactory course progress to student and parent as soon as practicable.
- 2.5 follow the Complaints and appeals policy and procedure after issuing an Intention to report for unsatisfactory course progress letter:
- if no appeal is received within 20 working days, instruct EQI staff to notify the Commonwealth Government of the student’s unsatisfactory course progress, using Provider Registration and International Student Management System (PRISMS), as soon as practicable
 - if an appeal is received within 20 working days, wait to be provided with an outcome for appeal (internal appeal)

- if internal appeal decision is that student should not be reported to the Commonwealth government for unsatisfactory course progress, instruct EQI staff to liaise with school staff to inform them of decision and put in place a strategy for supporting student to improve their achievement
- if internal appeal decision supports reporting student for unsatisfactory course progress, wait to see if student lodges an external appeal within 10 working days
- if student does not lodge an external appeal within 10 working days, instruct EQI staff to notify the Commonwealth Government, using PRISMS, as soon as practicable
- if an external appeal is lodged within 10 working days, wait to be provided with an outcome for the appeal
- if the external appeal decision is that the student should not be reported for unsatisfactory course progress, instruct EQI staff to liaise with school staff to inform them of the decision and put in place a strategy for supporting the student to improve their achievement
- if the external appeal decision is that student should be reported for unsatisfactory course progress, instruct EQI staff to notify the Commonwealth Government, using PRISMS, as soon as practicable
- if student appeals a decision but later notifies EQI in writing that they are withdrawing their appeal, instruct EQI staff to notify the Commonwealth Government, using PRISMS, as soon as practicable.

EQI staff

- 2.6 follow instructions of Director, ISP, EQI
- 2.7 issue template letters under the Complaints and appeals procedure
- 2.8 report student to the Commonwealth Government as soon as practicable, using PRISMS, as instructed by Director, ISP, EQI even if the student has withdrawn from the program
- 2.9 if a student's visa is cancelled, cancel student's enrolment in accordance with the EQI initiated suspension and cancellation policy.

Director, ISP, EQI

- 2.10 if student's unsatisfactory course progress is reported *but their visa is not cancelled*, discuss the situation with school principal and decide to either:
 - cancel student's enrolment in accordance with the EQI initiated suspension and cancellation policy
 - maintain student's enrolment, providing opportunity for improvement
 - consider extending the duration of the student's study as per Variation to student enrolment procedure.

School staff

- 2.11 closely monitor student's course progress:
 - if improvement is seen, continue enrolment and closely monitor student
 - if no improvement is made, follow steps above to intervene and inform EQI staff.

EQI staff

- 2.12 cancel student's enrolment in accordance with the EQI initiated suspension and cancellation policy.

Definitions

Course	A course registered on CRICOS offered by Department of Education trading as Education Queensland International.
Compassionate circumstances	<ul style="list-style-type: none"> • are not in your control or created by you; and • adversely impact on your welfare or course progress (for example, illness, bereavement or traumatic events may qualify).
Compelling circumstances	Are circumstances which, in our opinion, are in your best educational interests.
Enrolment Agreement	A written agreement with the overseas student or intending overseas student and their parent, which includes Standard Terms and Conditions, an Initial Invoice and Statement of fees; signed by the overseas student as well as parents or legal custodians.
EQI	Education Queensland International.
Homestay	Overseas student accommodation arranged by EQI schools; where EQI is responsible for the welfare of the student at all times, including outside school hours.
Homestay provider	Homestay provider approved by EQI school to host overseas students in their home.
OneSchool	<p>OneSchool—a comprehensive program to help Queensland State Schools manage key teaching and school administrative activities. Its features cover a wide range of school operations:</p> <ul style="list-style-type: none"> • student management and student analytics • curriculum planning and learning • finance and asset management • resource management • performance • analysis and reporting.
Overseas student	Student in Australia on visa subclass 500 (schools sector).
School	Queensland state schools accredited by EQI to deliver international student programs.
School staff	Employees of EQI schools, for example – International student coordinator, Homestay coordinator, Head of department, Deputy principal, Principal.
Student	Overseas student enrolled in an EQI registered course.

Legislation

- *Education Services for Overseas Students Act 2000*
- *National Code of Practice for Providers of Education and Training to Overseas Students 2018*

Delegations/Authorisations

- Nil.

Related policies

- [Complaints and appeals policy](#)
- [Course progress policy](#)
- [EQI initiated suspension and cancellation policy](#)
- [Variation to student enrolment policy](#)

Related procedures

- [Complaints and appeals procedure](#)
- [EQI initiated suspension and cancellation procedure](#)
- [Variation to student enrolment procedure](#)

Guidelines

- [PRISMS User guide](#)

Supporting information/websites

- [Course progress meeting letter](#)
- [Course progress warning letter](#)
- [Every student succeeding - State Schools Strategy 2017-2021](#)
- [Queensland Curriculum and Assessment Authority – student assessment](#)
- [Standard terms and conditions](#)
- [Student visa conditions](#)

Contact

International Student Programs

Department of Education International

Phone: 1800 316 540 (inside Australia) + 61 7 3513 5301 (outside Australia)

Email: EQInternational@qed.qld.gov.au

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Superseded versions

Nil.

