

Student Academic Course Progress Monitoring

DIICCSRTE -DIBP Course Progress Policy and Procedures for CRICOS Providers of VET Courses- for International Students Implementation

1. Purpose

In accordance with Standards 9.1, 10 and 11.2 of the National Code of Practice 2007, Envirotech Education (Envirotech) monitors, records and formally assesses course progress of all international students at the end of each compulsory study interval period throughout the student's enrolment. Student's progress is monitored by evaluating both the student's weekly tasks progress, and the competency gained in the studied units of competency which have been delivered during the study period.

Units are divided into weeks, "unit parts", and each comprises the weekly load assessment.

2. Scope

All International Students studying on shore at Envirotech

3. Relevant Standards

The Education Services for Overseas Students Act 2000, or ESOS Act and the National Code of Practice for Providers of Education and Training to Overseas Students 2007 (National Code):

Standard 2	Student engagement before enrolment
Standard 8	Complaints and appeals
Standard 9	Completion within expected duration
Standard 10	Monitoring course progress
Standard 11	Monitoring attendance

4. Relevant Legislative Framework links:

National Code 2007

[Standard 2](#)

[Standard 8](#)

[Standard 9](#)

[Standard 10](#)

[Standard 11](#)

Department of Immigration and Border Protection (DIBP) Course Progress Policy and Procedures for CRICOS Providers of VET Courses (The Course Progress Policy)

[pdf, 611kb](#) & [rtf, 107kb](#)

5. Relevant Envirotech Documents and Policies:

Student Complaints and Appeals Policy and Procedures

Student Handbook

Completion within the expected duration

6. Definitions and Calculation Parameters

6.1. Full study period = 10 academic weeks

Compulsory Study Periods equal 10 academic weeks from course commencement
In accordance with the DIBP course progress policy, section 3.2, and for the purposes of this policy, the study periods used for determining satisfactory academic progress is 10 (ten) academic weeks. The study period count commences on enrolment start date.

6.2. ½ Study period = 5 weeks

6.3. Academic outcomes

Satisfactory outcome:

C = Unit Competency

S = Satisfactory Unit part (week)

Un-satisfactory outcome:

NYC = Not Yet Competent Unit of competency

NYS = Not Yet Satisfactory Unit Part (week)

NA = No valid submission for Unit Part (week)

To be marked with a satisfactory outcome in a unit of competency or unit of competency part (week), students must participate and complete all practical and theoretical assessments associated with the unit and the unit parts (weeks) work load.

6.4. Invalid academic submission

A set of meaningless characters or empty submission

6.5. Units and unit parts (weeks) included in the progress review

All unit parts with due date \leq study period end date AND Unit parts = NYS / NA

6.6. Students included under progress review:

Envirotech assesses the student's academic progress in continuous cycles of half academic study period (5 academic weeks) from the beginning to the end of the course's enrolment. This means that students are sampled every 5 weeks (35 days) from their enrolment date:

6.6.1. Current and finished students to be assessed

6.6.2. From the first day of enrolment

6.6.3. Until the last day of enrolment +10 weeks

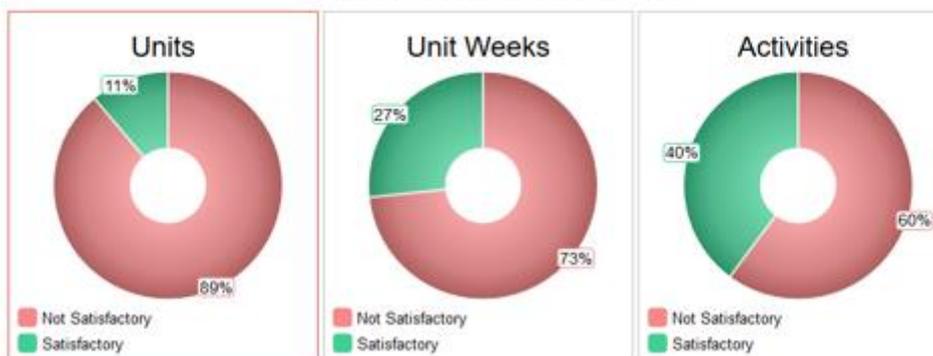
6.6.4. Excluding term breaks

7. Academic Progress policy calculations

7.1. The 50% workload is monitored on 3 levels:

- 7.1.1. Unit of competency
- 7.1.2. Unit Part (weeks)
- 7.1.3. Activities

ACADEMIC PROGRESS



7.2. The academic progress review includes 3 period levels:

- 7.2.1. Course start date to point of check
- 7.2.2. Half study Periods
- 7.2.3. Full Study Periods

← Warning letter 1	← Warning letter 2	← Warning letter 3	← Intention to report
5 weeks – study Interval	5 weeks – study Interval	5 weeks – study Interval	5 weeks – study Interval
10 WEEKS = STUDY PERIOD		10 WEEKS = STUDY PERIOD	

This means that every 5 week's cycle students are assessed that they have completed at least 50% of their work (activities, weeks and units) for the last 3 periods as indicated above.

7.3. students progressed academically when they:

- 7.3.1. Complete successfully at least 50% of their weekly assignments and assessments AND
- 7.3.2. Complete successfully at least 50% of the units of competency delivered.

8. Academic Course Progress Policy Application

Envirotech internal policies are designed to react quickly and positively, to monitor, identify and assist students who fall behind in achieving the expected level of academic progress. By activating an early intervention strategy, struggling students have a better chance of catching up and completing the courses they started, and receive the necessary academic support or addressing any other matters which may have an impact on their course progress.

Envirotech monitors students and reacts to the student's progress at two levels:

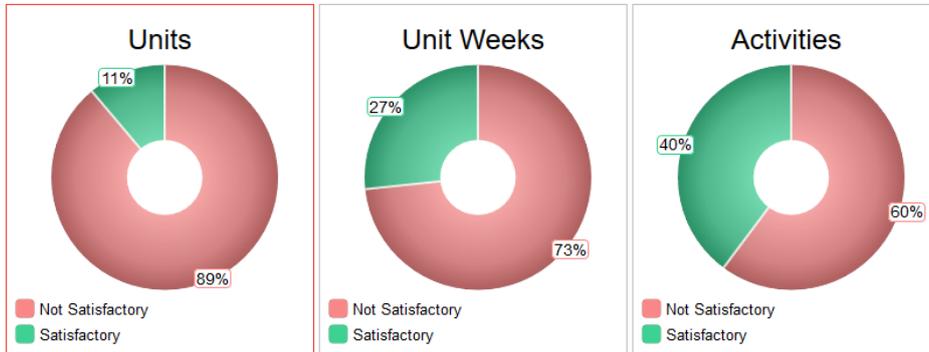
8.1. Informal

- 8.1.1. Weekly monitoring by trainers and Academic progress officer (APO) of individual student's work, attendance and progress.
- 8.1.2. Academic outcomes are discussed with students and recorded on the student management system. (This is for internal use only).
- 8.1.3. Trainers are encouraged to contact students and informally notify them regarding any risk of not achieving a satisfactory academic progress in a unit. Trainers will request students to rectify any unsatisfactory components on an ongoing basis.
- 8.1.4. The student's dashboard on the E-Learning platform will show students their progress and any overdue assessments they are required to complete. In addition, the dashboard will alert students about their upcoming academic progress review date and provide them with an intervention completion plan
- 8.1.5. The 'Trainer Dashboard' provides trainers with a list of students who are at risk and who are about to be reviewed in the next 2 weeks. The trainers are then able to communicate with those students who are identified to be in the next review and are at a low completion rate.

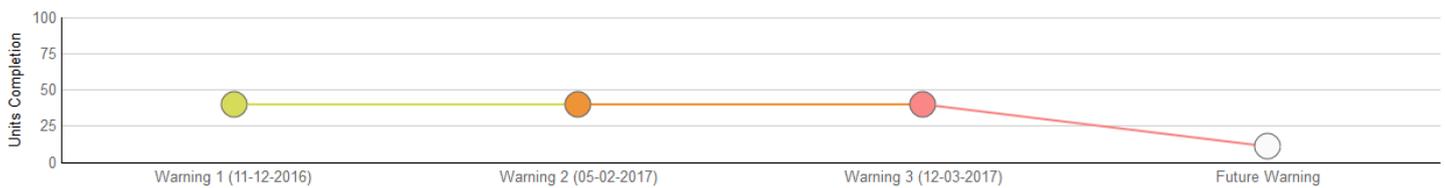
8.2. Formal

- 8.2.1. Student's academic progress is evaluated at the end of each study period interval (5 weeks). Students who fail to achieve competency in at least 50% of the delivered units will attract a formal warning letter and the activation of an intervention strategy.
- 8.2.2. When a unit has been only partially delivered (not all weeks comprising this unit has been delivered) in the study period interval monitored, the unit overall competency will not be included for that study period interval assessment, but will be included in the following one. The number of weeks for this unit will be counted in the total number of weeks that the students are required to achieve satisfactory academic results.
- 8.2.3. Warning letters are generated and sent to students based on the results of their academic progress calculation and upon their response and corrections to previous letters.
- 8.2.4. When students at risk have been identified, an automatic formal warning letter will be sent from the system and will be recorded on each student file, and followed up by an SMS and/or a telephone call to ensure students are aware of their academic progress status and understand the content of the warning letter.
- 8.2.5. Students who received a letter will be required to 'accept' the letter, and an automatic message will be sent to the system notifying the Student Registrar that the student has received the message.
- 8.2.6. Records of all correspondence between the college and the students are recorded under the student's diary on the system.

ACADEMIC PROGRESS



WARNING LETTERS



Hi [REDACTED],

Your submission due date for the next academic review is 07/05/2017.
 You are in danger of receiving warning letter 4

9. Identifying Students “at risk” - Review for Study Period Intervals of 5 weeks

For monitoring the student’s academic progress, the study period intervals are set to five (5) weeks. The purpose of the 5 weeks intervals is to identify students at risk who are not maintaining satisfactory course progress prior to reaching the end of the first study period.

The academic progress review is designed to assist and systematically alert students who are identified as students at risk of not making satisfactory course progress. This will occur before the end of the study period and will allow the implementation of an intervention strategy as early as practicable.

The study period intervals define the academic progress evaluation dates for each student based on their course commencement date. Each student’s academic progress is evaluated at the end of every study period interval with the goal of ensuring students are in a position to complete the course by the end date as specified in the student’s CoE, and in accordance with Standard 9 and Envirotech policy - ‘Completion within the expected duration’.

Students at risk are defined as students who fail to achieve satisfactory progress in a study period interval, when they:

- 9.1. Received a satisfactory result in less than 50% of the weeks delivered over the study period or study period interval (E.g. the students must be assessed as satisfactory in at least 3 out of each 5 week’s study period interval), AND 50% of the total course week’s load

OR

- 9.2. Gained competency in less than 50% of the units delivered over the study period or study period interval (E.g. if 4 units were delivered in the study period, students must gain competency in at least 2 units), AND 50% of total course’s unit of competency

10. Course academic late submission fees and account block

- 10.1. Late fee submission:** An automatic invoice is raised when students do not submit their weekly academic work load by the due date (the result on the system is NA - No Assessment submission).
- 10.2. Period to submit academic work:** Students have a period of 1 week (7 days) from class delivery date to submit their weekly work for marking.
- 10.3. Exceptions:** When students fail to submit their work within 1 week, they will be charged a late submission fee of \$50. Envirotech may waive the \$50 in compelling or compassionate circumstances, and when students present relevant evidence. These students will be updated on the Envirotech exception list.
- 10.4. Invalids submissions:** Invalid submissions will remain marked as NA on the system and students will be charged a late fee if not submitted by the due date.
- 10.5. Unmarked submissions:** academic work submitted before the due date but not marked will not incur late fees.
- 10.6. Warning students for late fees:** Before the invoice is issued an automatic email and SMS notification are sent to each student to alert them about the coming due date of their assessment. This will provide them an additional 48 hours to submit their work before an invoice will be raised.
- 10.7. Account blockage:** Students have a further 1 week (7 days) to pay their late fees. After these 7 days (14 days from class delivery) their e-Learning portal will be blocked until they pay their fees. It is encouraged to speak to the student registrar to discuss payment options within that week, to ensure access to e-learning portal is available and academic progress can be maintained.
- 10.8. Appeal on Envirotech decision:** Students may appeal Envirotech decision to issue a late academic submission fees invoice or blocking their account when they feel they have been treated in an unfair manner, or when they have a valid reason as of why an invoice should not have been issued for their NA submission.
Students must follow Envirotech complaints and appeal policy and procedures available on Envirotech website, and may request assistance from the Student Registrar as required.
In case where students chose to access a complaint or appeal process, Envirotech will maintain the student enrolment and ensure the student E-Learning portal account will be accessible until the complaint or appeal will resolved.

11. Academic Warning Letters and Notifications

There are 3 warning letters checkpoints before students receive the intention to report notice when students continuously are not progressing academically in the half study periods (if non-progress continue for 2 continuous study periods (4 half study periods)).

Each letter will identify all overdue and not satisfactory (NA/NYS/ NYC) units and unit parts if 50% or more work load is not completed in either the last half study period or from enrolment.

The letters advise students of their academic status, their risk of breaching their Envirotech Contract and student Visa conditions. Letters will be sent out electronically within one week of the end of a 5-week study Interval. Each letter explains to students the implications of their failure to progress in their course. Students are also invited to discuss with the Students Registrar any issues which might impacted their academic performance.

The letters are automatically sent, recorded on the system and displayed on the student portal.

11.1. Warning letter 1 = ½ academic study period non progress

Consecutive 5 Academic weeks (35 days excluding term breaks from course start date)

Students who are not academically progressed at the end of a 5-week study period will receive a warning letter

Study Period		Study Period	
5 weeks - no progress	5 weeks	5 weeks	5 weeks

11.2. Warning letter 2 = 1 academic study period non progress

Consecutive 10 Academic weeks (70 academic days from start date)

Study Period		Study Period	
5 weeks - no progress	5 weeks - no progress	5 weeks	5 weeks

11.3. Warning letter 3 = 1½ academic study period non progress

Consecutive 15 Academic weeks (105 academic days from start date)

Study Period		Study Period	
5 weeks - no progress	5 weeks - no progress	5 weeks - no progress	5 weeks

11.4. Letter 4 - Intention to report = 2 academic study periods non progress

Consecutive 20 Academic weeks (140 academic days from start date)

Study Period		Study Period	
5 weeks - no progress			

12. Intention to Report – letter 4

At the end of the fourth study interval – 20 weeks’ enrolment 2nd Study Period

Students who have not academically progressed by the end of the 4th study interval (second study period) will be sent an Intention-to-Report Letter as they have failed to reach 50% of course requirements over two consecutive study periods.

In some cases, where the course does not extend to 20 academic weeks, the last study period may be slightly shorter. In all cases the second study period is defined by the course end date.

In accordance with the DIBP Course Progress Policy, Envirotech will report students to the department via PRISMS if they fail their academic progress in 2 consecutive study periods.

Envirotech will notify students its intention to report via email, followed by direct communication, SMS and/ or a telephone call.

In circumstances where students received their intention to report, however have rectified their academic progress within 1 week from the notice sent, Envirotech will consider the student’s history, and may choose not to report the student based on positive history and good behaviour.

13. Envirotech Intervention Strategy

Students who receive warning letters are invited to participate and comply with the Envirotech 'intervention Strategy' free of charge.

Students are always able to participate free of charge in tutoring assistance days.

Students who do not demonstrate at least 50% of course requirements in a study interval, will be identified as students at risk and an intervention strategy will be activated to assist them in improving their academic progress.

At a minimum, an intervention strategy will be activated in each study interval where:

The student fails to achieve at least 50% in satisfactory course progress

OR

Student became at risk as previously defined in this policy as 'student at risk'

Intervention Strategy Procedures

- 13.1. Intervention strategies must be activated at the end of a study interval and must be completed no later than 4 weeks of starting the next study interval.
- 13.2. If Envirotech identifies students at risk of not meeting satisfactory course progress before the evaluation date, Envirotech will encourage the students to accept the implementation of an intervention strategy to improve their academic progress as early as practicable.
- 13.3. Intervention days will be held approximately within one week after evaluation date for students who do not demonstrate satisfactory academic progress. The student Registrar will be responsible to schedule and inform students to attend intervention days. It is the student's responsibility to participate in and cooperate with the activation of their intervention strategy.
- 13.4. Students are encouraged to attend and participate in free academic tutoring to close their academic gaps.
- 13.5. Students who missed practical activities without an approved absence (e.g. practical cooking class) are required to pay for late private re-assessment a fee of \$50 for every practical assessment schedule they have missed. This includes if students are invited to a practical re-assessment and choose not to attend the re-scheduled practical assessment.
- 13.6. Envirotech reserves the right to waive the additional fees for some students in special circumstances and for compelling or compassionate circumstances.

Envirotech intervention includes but is not limited to:

- 13.7. Requirement for 100% class attendance
- 13.8. Attendance on Tutoring Assistance days
- 13.9. Intervention day, additional training and assessment as necessary
- 13.10. Practical equipment operation training
- 13.11. IT programs and services available for training and tutoring
- 13.12. Individual academic support
- 13.13. Individual counselling
- 13.14. Assistance with personal issues
- 13.15. Extra study activities and support
- 13.16. Evaluation and reflecting the suitability of the course they are enrolled in

All intervention strategies and events are recorded and monitored on Student's record in the Student Management System. This is being regularly reviewed by the Student Registrar to ensure ongoing follow ups and course progress support.

14. Appeals on Academic Progress Implementation

Students must monitor their records, grades and progress on their 'Student Dashboard' and discuss with their trainers any result/outcome which they do not understand or disagree with.

If students wish to appeal Envirotech decisions, Envirotech will not report them to DIBP until the appeal process is concluded. If the appeal is unsuccessful, the student will then be reported to DIBP via PRISMS. During the appeal period Envirotech will maintain the student enrolment and accept academic work presented by the student.

If the appeal is successful and is not due to compelling or compassionate circumstances, the students will not be reported and the conclusion of the investigation will be documented on their personal record and Envirotech compliance registers. Envirotech will revise its processes, policies and procedures to verify whether any amendments are necessary.

Envirotech will make every effort to identify any compelling or compassionate reasons at every stage and to provide appropriate support as necessary.

14.1. Students may appeal on the following grounds:

Successful appeal may be achieved if one of the three grounds for appeal is proved right:

14.1.1. Envirotech failure to record or calculate a student's result accurately

If the appeal shows that there was a calculation error and the student actually made satisfactory course progress (successfully completed at least 50% of the units of competency for that study period and received a satisfactory result in at least 50% of the number of weeks assign to that study period), Envirotech will not report the student and there is no requirement for any further intervention.

14.1.2. Compassionate or compelling circumstances affecting their progress

If the appeal 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 Envirotech's intervention strategy and the student will be given a further period to progress in their course. The period of time will be directly related to the severity of the compelling or compassionate circumstances identified. The student will not be reported to the authorities until the completion of the intervention period.

14.1.3. Envirotech has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

If it is demonstrated that Envirotech has failed to implement an intervention strategy or any other part of this policy related to academic progression in the relevant course, the student will not be reported to the authorities and an intervention strategy will be created (if a strategy does not already exist) and implemented immediately. In such cases Envirotech will review its policies and procedures and the implementation processes in order to identify opportunities for improvements and prevention of similar cases in the future.

15. Reporting International Students

Where the student has chosen not to access the complaints and appeals processes within the 20-working day period, the student withdraws from the process, or the process outcome is in Envirotech's favour, Envirotech will be obligated to notify the DIBP and the Secretary of DIICCSRTE through PRISMS as soon as practicable of the student not achieving satisfactory course progress. This may result in an automatic student visa cancellation process being initiated by the DIBP (Department of Immigration and Border Protection).



The Course Progress Policy and Procedures for CRICOS Providers of VET Courses (The Course Progress Policy)

This policy must be read in conjunction with the adjoining explanatory notes

1. The National Code 2007

1.1 Under Standard 11.2 of the National Code 2007, a provider who implements the Course Progress Policy is **not** required for ESOS purposes to monitor attendance for those courses.

2. Indicating the decision to implement the Course Progress Policy

2.1 A provider who chooses to implement the Course Progress Policy must implement the policy and procedures for **all** of its CRICOS registered VET courses. The provider registers this choice through PRISMS.

3. Policy

3.1 The provider must monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

3.2 The provider must assess each student's progress at the end of each compulsory study period. While the length of a study period is determined by the provider, study periods are usually terms or semesters. Ten weeks is usually considered the minimum length of time in which it is reasonable for the provider to make an assessment of a student's course progress. For the purposes of this policy, the maximum length for a study period is six months.

Where a provider does not divide courses into study periods, course progress must be monitored at least every six months.

3.3 Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

The provider must define course requirements for each study period and be able to identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The course requirements for each study period must also be made clear to the student at the start of the course, or if variable, each study period.

3.4 The provider must have an intervention strategy for any student who is not making satisfactory course progress. It must be made available to staff and students and must specify:

- i. procedures for contacting and counselling students;
- ii. strategies to assist identified students to achieve satisfactory course progress; and
- iii. the process by which the intervention strategy is activated.



3.5 The intervention strategy must include provisions for:

- i. where appropriate, advising students on the suitability of the course in which they are enrolled;
- ii. assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- iii. advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIBP.

3.6 At the end of each compulsory study period, students must be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy as outlined in 3.4 is implemented. The intervention strategy must be activated within the first four weeks of the following study period.

However, if a provider identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, the provider is encouraged to implement its intervention strategy as early as practicable.

3.7 If a student is identified as not making satisfactory course progress in a **second consecutive compulsory** study period in a course, the provider must notify the student of its intention to report the student to DIBP for unsatisfactory progress. The provider does this through the written notice described in 3.8.

3.8 The written notice (of intention to report the student for unsatisfactory progress) must inform the student that he or she is able to access the registered provider's complaints and appeals process under Standard 8 and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

- i. provider's failure to record or calculate a student's marks accurately,
- ii. compassionate or compelling circumstances, or
- iii. provider has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

3.9 Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

- i. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), the provider does not report the student, and there is no requirement for intervention.
- ii. 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 must be provided to the student through the provider's intervention strategy, and the provider does not report the student. [See adjoining explanatory notes]



3.10 Where:

- i. the student has chosen not to access the complaints and appeals processes within the 20 working day period,
- ii. the student withdraws from the process, or the process is completed and results in a decision supporting the registered provider (i.e. the student's appeal was unsuccessful) the registered provider must notify the Secretary of the Department of Education through PRISMS as soon as practicable of the student not achieving satisfactory course progress. **4.**

Procedures

The administrative arrangements and student management systems will vary between providers, as will providers' approaches to the procedures for implementing the Course Progress Policy.

Consequently, each provider who chooses to implement the Course Progress Policy must write a procedure which demonstrates how the policy will be implemented. This document must be made available to staff and students (in paper or electronic form) together with a copy of this policy.

When creating the procedures document, providers are advised to incorporate their answers to the following questions:

WHO is responsible for each of the steps?

For example, who 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 provider's intention to report, hearing an appeal, and reporting the student through PRISMS? Will different staff be required to take responsibility for the different steps? Will all staff involved be responsible for maintaining records of their part in the process, or will this be managed centrally?

WHEN will each step take place?

Will the intervention strategy be implemented earlier than the end of the study period or is the entire study period required in order to assess the student's progress? The student must be allowed 20 working days in which to initiate a complaint or appeal – has this requirement been considered when drafting the procedures document?

HOW will each step take place?

Will the student management system automatically alert staff to students at risk of making unsatisfactory progress, or will progress need to be checked manually? How will students be informed of the provider's concern for the student's progress or intention to report the student? Are there pro forma letters which can be modified manually or generated by the system? How and where will records of interventions, appeals processes and reporting be maintained?



Explanatory Notes

Indicating the decision to implement the Course Progress Policy and Procedures

- To indicate the decision to implement the Course Progress Policy, the provider must do so through PRISMS. The provider does this by clicking the 'Yes' button for the field *Department of Education - DIBP Course Progress Policy implemented?*

The provider's level of access to PRISMS will determine where this field will appear.

- Providers with CoE Create or CoE Agent access will find the field on the 'Provider Information' tab of the 'Organisation Details' screen.
 - Providers with CoE Administrator access will find the field on the 'Summary' tab of the 'View/Edit Provider' screen.
- If a provider is considering returning to monitoring attendance rather than implementing the Course Progress Policy, the provider needs to bear in mind the following:
 - How will students be informed of the change to the course progress policy? and
 - How will the change impact on the organisation and delivery of courses that are currently being delivered under the Course Progress Policy?
 - If a provider changes its mind and no longer wishes to follow the Course Progress Policy, it registers the change in PRISMS by changing the answer to the relevant field to 'No'. A record is kept in PRISMS if the provider has chosen to use the Approved Course Progress Policy and if it changes its mind after indicating it would use the policy.
 - Good practice is that providers do not commence a new course progress policy until the beginning of a study period and only after students have been informed of the intended change.

The intervention strategy

- Providers must assist students who are at risk of not making satisfactory course progress in accordance with the provider's documented intervention strategy. Providers need to ensure that they follow their intervention strategy as failure to do so may provide a student with grounds for a successful appeal. Failure to implement the intervention strategy may also constitute a breach of the National Code 2007.
- Providers must make students aware of opportunities and services to assist them if they are identified as at risk of not making satisfactory course progress.
- Providers are advised to keep records of the advice and assistance they give students who have been assisted under the provider's intervention strategy.

The written notice of intention to report a student for unsatisfactory progress

- Each provider must create its own written notice to report a student for unsatisfactory progress. Providers may wish to refer to a sample notice prepared by Department of Education, available on the AEI Online website. [Sample Notice to Report](#)



Reporting students for unsatisfactory progress

- Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in two consecutive compulsory study periods, and the student has not made a successful appeal against this assessment.
- Course progress in a non-compulsory study period is to be disregarded when considering whether there has been unsatisfactory progress in two consecutive compulsory study periods.
- If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, the provider **does not** report the student for unsatisfactory course progress.
- When a student is reported for unsatisfactory course progress DIBP will consider all the information available and if they decide to consider cancellation, will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation.
- Section 19(2) of the ESOS Act 2000 requires providers to report the student for unsatisfactory course progress 'as soon as practicable' after the breach occurs. Good practice would be to report the student through PRISMS within 5 days of finalising the decision to report (i.e., within 5 days of 3.9 i., ii., or iii. occurring).

Compassionate or compelling circumstances

- Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:
 - 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 (where possible a death certificate should be provided)
 - major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
 - a traumatic experience which could include but is not limited to:
 - involvement in or witnessing of an accident or
 - a crime committed against the student or
 - the student has been a witness to a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports).



Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances. Providers are asked to use their professional judgment and to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, providers should consider documentary evidence provided to support the claim. Providers should keep copies of these documents, together with a record of why the decision was made, in the student's file.

Erratic course progress as a potential indication of non-bona fide students

- If the provider suspects that a student is not a bona fide student, the provider may cancel the student's enrolment, as allowed under Standard 13. However, providers must ensure that prior to enrolment students were made aware of the grounds on which cancellation of enrolment may occur, as required under Standard 2.1f. For example, if a provider takes erratic course progress into account in identifying non-bona fide students, erratic progress must be clearly defined and stated prior to enrolment as one of the grounds for cancellation of enrolment. Similarly, if a provider identifies bona fide students on the basis of participation, failure to participate must be clearly stated prior to enrolment as grounds for cancellation of enrolment.

Monitoring course progress for reporting purposes and for completion within the duration

- Standard 9.1 requires the registered provider to have and implement documented policies and procedures for monitoring the course progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's CoE. While monitoring progress against the course duration is a separate requirement to monitoring course progress for reporting purposes, there may be some overlap in procedures. For example, a provider's course progress procedure may require that at the end of each study period, each student's results are checked to determine course progress for that study period. In order to avoid duplication of effort, at the same time the provider may also check each student's progress towards completion of the course within the specified duration.