

Course Progress and Intervention Policy and Procedure



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COURSE PROGRESS AND INTERVENTION POLICY AND PROCEDURE

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1. PURPOSE

Campbell Institute is committed to upholding a high standard of education and training services for all students.

As a registered education provider, Campbell Institute adheres to the regulatory framework established by the Education Services for Overseas Students Act 2000 (ESOS Act 2000). This legislation governs the delivery of education and training to overseas students in Australia on a student visa. Under Standard 8 of the National Code 2018, the Institute must monitor the course progress of all enrolled international students. The Institute must establish and implement comprehensive, documented policies and procedures to ensure that students remain on track to complete their courses within the designated time frame, as specified in their Confirmation of Enrolment (CoE).

2. SCOPE

This policy applies to all international students enrolled at Campbell Institute, as well as to all staff responsible for managing and reporting on students' course progress.

3. DEFINITIONS

At Risk means any student at risk of not progressing satisfactorily in their course, if at the end of the study period they have achieved less than 50% competency in units completed, or achieved less than 50% competency in more than half of all units completed.

CoE means Confirmation of Enrolment.

CRICOS means Commonwealth Register of Institutions and Courses for Overseas Students.

DHA means the Department of Home Affairs, previously known as the Department of Immigration and Border Protection.

ESOS Act means the Education Services for Overseas Students Act 2000 (Cth).

ESOS Regulations means the Education Services for Overseas Students Regulations 2001.

Institute means Campbell Institute.

Intervention strategy means a course of actions to identify and support students who are not making satisfactory course progress.

National Code means the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

PRISMS means Provider Registration and International Students Management System.

Registered Education Provider means a registered higher education provider, VET provider, ELICOS, or Foundation Programs provider that provides courses to international students.

Satisfactory Course Progress means progress toward achieving course outcomes.

Student means a person who is currently an enrolled student of Campbell Institute.

Study Period means a period of study within a course. Campbell Institute defines a study period as two study terms and one holiday period (depending on course structure).

Unsatisfactory Course Progress means a student has failed to achieve competency in 50% or more of the units required to be completed in any study period, based on evidence obtained from the student's assessment tasks.

4. POLICY STATEMENT

Campbell Institute is committed to supporting students in achieving their study goals within the within the expected timeframe in accordance with the ESOS Act 2000 and Standard 8 of the National Code 2018.

4.1 Students obligations under this policy

International students enrolled at Campbell Institute are required to:

- maintain satisfactory course progress throughout their enrolment;
- inform the Institute of any issues that put them at risk of unsatisfactory completion of their course;
- monitor their own course progress during their studies; and
- engage with and adhere to any intervention strategies implemented to support their course completion.

4.2 Institute obligations under this policy

The Institute is responsible for:

- monitoring the course progress of each international student to ensure they can complete their course within the expected duration, as outlined in their Confirmation of Enrolment (CoE);
- providing written notification to an international student of the Institute's intent to report them to the Department of Education and the Department of Home Affairs (DHA) due to unsatisfactory course progress;
- informing students that being reported to the DHA may result in the risk of losing their student visa;
- ensuring students have access to the complaints and appeals process, as outlined in the Institute's Complaints and Appeals Policy; and
- reporting an international student to the DHA if the student fails to achieve satisfactory course progress, following the conclusion of the appeals process or the expiration of the appeal period.

5. PROCEDURE

The Institute will monitor each student's course progress in accordance with the following guidelines:

5.1 Course Progress Monitoring

5.1.1 Students are required to meet the following rate of progress and maximum time rules:

- achieve a competency grade in more than 50% of the units for which they have been assessed; and
- complete their course within the duration specified in their Confirmation of Enrolment (CoE).

5.1.2 If a student is identified as not making satisfactory course progress, the Institute will implement an intervention strategy.

5.1.3 The intervention strategy must include provisions for:

- where relevant, guidance on the suitability of the course in which they are enrolled;
- offer assistance for reassessment opportunities in units where the student has not demonstrated the required competency.; and
- inform students that unsatisfactory course progress over two consecutive study periods may result in reporting the student to the Department of Home Affairs (DHA) and potential visa cancellation, subject to the outcome of any appeals process.

5.2 Warnings and Intervention Strategies

5.2.1 First Instance of Unsatisfactory Progress

If a student is identified as not making satisfactory course progress over a study period for the first time, the Institute will implement an intervention strategy within four weeks following the conclusion of the study period. The student will receive a written notice serving as the first warning.

5.2.2 Second Instance of Unsatisfactory Progress

If a student is identified as not making satisfactory course progress for a second consecutive study period or study period after which they had received a first warning, the student will be formally notified that continued unsatisfactory progress may result in receiving a Notice of Intention to Report. This serves as the second written warning.

5.2.3 Third Instance of Unsatisfactory Progress

If a student is identified as not making satisfactory course progress for a third consecutive study period or study period after which they had received a second warning, the Compliance Manager or designated representative will issue a Notice of Intention to Report. This will inform the student of the Institute's intention to report them to the Department of Home Affairs (DHA) for unsatisfactory course progress. The Notice of Intention to Report serves as the third and final written warning.

5.3 Notice of Intention to Report

5.3.1 A student who is determined to be failing to meet course progression requirements will receive a written Notice of Intention to Report, informing them of the Institute's decision to report their unsatisfactory progress to the Department of Home Affairs (DHA).

5.3.2 The notice will also inform the student of their right to access the Institute's complaints and appeals policy and procedures. The student will be given 20 working days to initiate a complaint or appeal. This timeframe does not guarantee that the complaints or appeals process will be concluded within 20 working days.

5.4 Appeal

5.4.1 A student has the right to appeal on the following grounds:

- failure by the provider to grade a student's submission;
- compassionate or compelling circumstances affecting the student's ability to progress;
- non-implementation of the intervention strategy by the provider;
- any other issues as outlined in the Institute's documented policies and procedures made available to the student.

5.4.2 The Institute will refrain from reporting an international student to the Department of Home Affairs (DHA) for unsatisfactory course progress until all processes initiated by the student under the Complaints and Appeals Policy have been concluded.

5.5 Appeal and ongoing support

Where the student has successfully appealed a notice of intention to report to DHA includes:

- If the appeal demonstrates that there was an error in the progress assessment and the student has, in fact, made satisfactory course progress (i.e., completed more than 50% of competency in the course requirements for that study period or study periods), the Institute will not report the student to DHA, and no intervention will be required;
- If the appeal confirms that the student has not made satisfactory progress but presents compassionate or compelling reasons for unsatisfactory progress, the Institute will provide ongoing support through an intervention strategy. The Institute will not report the student to DHA.

5.6 Report Student to DHA through PRISMS

Campbell Institute will report a student to the Department of Home Affairs (DHA) via PRISMS within 31 days under the following conditions:

- the student has chosen not to engage with the appeals process within the 20 working day period; or
- the student has withdrawn from the appeals process; or
- the appeal process is concluded, resulting in a decision that upholds the Institute's position (i.e., the student's appeal is unsuccessful).

5.7 Records to be maintained

The student file must hold:

- documented evidence of the intervention measures implemented;
- evidence of written notice informing the student of Campbell Institute's intention to report them for unsatisfactory progress, including information about their right to access the complaints and appeals process within 20 working days;
- documentation of the appeal, if one is submitted by the student; and
- evidence of final reporting to the Department of Home Affairs via PRISMS.

6. REVIEW AND IMPROVEMENT

The Compliance Manager will conduct an annual internal audit to ensure:

- all staff consistently adhere to this procedure and meet all relevant regulatory and legislative requirements, including the ESOS Act; and
- the procedure itself remains compliant with all applicable regulatory and legislative requirements, including the ESOS Act.

7. ASSOCIATED DOCUMENTS

- Letter of Offer
- Student Handbook
- Complaint and Appeal Policy and Procedure
- Fees and Refund Policy and Procedure

8. RELEVANT LEGISLATION

- Education Services for Overseas Students Act 2000 (ESOS Act 2000)
Federal Register of Legislation - Education Services for Overseas Students Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
<https://www.legislation.gov.au/F2017L01182/latest/text>
- ESOS Framework Standard 8: Overseas student visa requirements
<https://www.education.gov.au/esos-framework/resources/standard-8-overseas-student-visa-requirements>

VERSION CONTROL

Version Number	Date	Document Name:	Description of changes	Approved By	Date of next review
1.0	01.02.2021	SC9-I Course Progress and Attendance PP	Released for comment	Harpreet Singh (CEO)	01.06.2023
1.1	10.10.2023	Campbell Institute Course Progress Policy and Procedure V1.1 October 2023	<ul style="list-style-type: none"> • Updated procedure • Editorial changes • Updated Campus Address 	Harpreet Singh (CEO)	09.10.2024
1.2	02.09.2024	Campbell Institute Course Progress Policy and Procedure V1.2 September 2024	<ul style="list-style-type: none"> • Revised procedure • Added reference to legislation 	Harpreet Singh (CEO)	01.09.2025