



COURSE PROGRESS AND INTERVENTION POLICY AND PROCESSES

1. PURPOSE

The purpose of this policy is to ensure that Global College Australasia (GCA) monitors the course progress of its students. It is GCA's responsibility to identify and offer support to students who may be at risk of not progressing through their studies. As per Standard 8 of the National Code 2018, GCA must safeguard and support overseas students to complete their courses within the required duration and fulfil their visa requirements for course progress.

Students who do not make satisfactory course progress will be at risk of being reported to the Department of Home Affairs (DoHA) through PRISMS. GCA will inform overseas students about the requirements to achieve satisfactory course progress prior to their course commencement. This information is provided to students via our website, pre-enrolment information, course information packs, and student handbooks. This information is also repeated during student orientation.

2. SCOPE

This policy applies to all students on all international students who are enrolled in a course at GCA.

3. POLICY INTENT

Overseas students must make satisfactory course progress and, where applicable, attendance as a condition of their student visa. GCA will:

- Monitor the overseas student's course progress and attendance according to the requirements of their sector.
- Identify and offer support to those at risk of not meeting course progress or attendance requirements.
- Only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa.

4. DEFINITIONS

a) GCA means Global College Australasia.

b) Study period (10 weeks): One term is defined as a study period.

c) Satisfactory Course Progress means that students must achieve satisfactory outcomes in the majority of subjects during each study period. A majority of subjects is counted as 60% of the nominal units delivered in the study period.

*Exception Graduate Diploma

d) PRISMS: the Provider Registration and International Student Management System.

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



f) Compassionate or compelling circumstances include:

- Serious illness or injury, with medical certificate
- Bereavement of close family members
- Major political upheaval or natural disaster in the home country
- A traumatic experience

5. MONITORING OF STUDENT COURSE PROGRESS PROCESS

a) Students are assessed during each Study Period. Trainers and assessors provide continuous feedback.

b) Assessment outcomes are entered into the student management system. Students can view their outcomes in their student portal four weeks from course completion.

c) Students at risk are identified by Student Services, being at risk is defined as not achieving a satisfactory outcome in the majority of their subjects in one study period. A majority of subjects is counted as 60% of the nominal units delivered in the study period. Course Progress is monitored at week 10 as a Mandatory Point in time in each study period.

* Graduate Diploma students must achieve a satisfactory outcome in the delivered subject during each study period.

d) Intervention Stage 1: Students will be contacted by Student Services to offer counselling and one-to-one support.

e) Intervention Stage 2: Students not making progress for two consecutive study periods will be advised of reporting to DoHA via PRISMS.

f) Students have 20 working days for complaints and appeals.

6. INTERVENTION STRATEGY AND PROCESS

6.1 Intervention Steps

a) Early intervention identifies students at risk.

b) Warning messages are sent via email

c) A formal interview is conducted to discuss support services.

d) An action plan is negotiated during the interview.

e) Academic Intervention Strategy documentation is completed.

6.2 Support Strategies

- Access to Wi-Fi
- Access to study resources
- One-to-one support from trainers and assessors
- Access to student counsellor



7. NOTICE OF INTENTION TO REPORT

a) Students not achieving satisfactory outcomes in the majority of subjects for the second consecutive period will be informed in writing. A majority of subjects is counted as 60% of the nominal units delivered in the study period.

* Graduate Diploma students must achieve a satisfactory outcome in the delivered subject during each study period.

b) Students have 20 working days to initiate complaints and appeals.

c) Students can continue to attend classes during the complaints and appeals process.

d) On completion of the process, students will be informed of any actions.

8. RESPONSIBILITY

- Director
- Quality Assurance Manager
- Training Manager
- Students Services Coordinator/Course Progress and Attendance officer.
- All other staff (as directed)

9. ASSOCIATED DOCUMENTS

- Course Intervention Procedure
- Complaints and Appeals policy
- Pre-enrolment information
- Student Handbook
- Website
- Policies and Procedures
- Orientation documents

10. ASSOCIATED FORMS AND TEMPLATES

- Course Intervention Form

11. RELATED STANDARDS

- Standards for RTOs 2015
- National Code 2018
- ESOS Act 2000



GLOBAL COLLEGE AUSTRALASIA

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Website: www.globalcollege.edu.au

This policy is designed to meet the needs of Global College Australasia and is in alignment with all relevant regulations and requirements.

12. QUALITY ASSURANCE

The Quality Assurance Manager conducts an annual review of all marketing materials and reports any issues to the CEO for resolution. The CEO and Quality Assurance Manager are responsible for maintaining compliance.

13. POLICY REVIEW

This policy is designed to meet the needs of Global College Australasia and is in alignment with all relevant regulations and requirements.

This policy will undergo a review in 12 months from its version date or sooner if there are any fee updates in relevant legislation or regulations.

