



AUSTRALIAN NATIONAL COLLEGE

MONITORING COURSE PROGRESS POLICY AND PROCEDURES

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MONITORING COURSE PROGRESS POLICY AND PROCEDURES

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POLICY

Under the National Code 2018, Australian National College must monitor overseas student course progress for each course in which the overseas student is enrolled.

This policy and processes below must enable Australian National College to identify, notify and assist an overseas student who are at risk of not meeting course requirements where there is evidence from the overseas student's participation in tuition activities that the overseas student is at risk of not meeting the course progress requirements.

Australian National College must inform the overseas student before they commence the course of the requirements to achieve satisfactory attendance in each study period.

SCOPE:

This policy applies to:

- International students enrolled at Australian National College
- Australian National College Marketing, Admissions, Course, Student Services and Administrative staff.

All Australian National College staff are made aware of the requirements of this policy through regular meetings, staff updates, Staff Induction and continuous improvement practices. Students are made aware of the Course progress requirements through Student Handbook, during the enrolment and orientation processes and also throughout the course by Course and Admin staff.

This document provides procedures to ensure the **course progress** of all overseas students (referred to as the student from hereafter) is recorded and monitored. This allows for early detection of a student's Unsatisfactory course progress and enables Australian National College to provide support to the students with poor course progress by means of implementing intervention strategies (Details provided under the Appendices section) and providing extra support by proving extra classes in subsequent semester with increased study load (Student will be provided with extra timetable in order for them to finish the course requirement as per their Confirmation of enrolment).

MONITORING COURSE PROGRESS POLICY AND PROCEDURES

POLICY STATEMENT/PURPOSE:-

- This policy and related procedure relates to the monitoring of students' course progress and the consequent procedures for reporting for unsatisfactory course progress.
- Australian National College must ensure that duration of study specified in the CoE does not exceed the CRICOS registered duration for the respective courses on Australian National College Scope of Registration.
- This policy and associated procedures will be made available to the students through student orientation, college website www.anc.vic.edu.au , and student handbook/manual.
- This policy will ensure that all students' Course progress is monitored and students are given every opportunity to achieve the required Course progress for each course in which they are enrolled in.
- For the purpose of this policy a study block is defined as the period between 2 term breaks
- A study period depends on the course structure. For example, a Semester is study period comprising of 26 weeks (six months) for Business Services Training Package courses, or 2 study blocks for other courses, such as Printing and Graphic Arts, Tourism, Travel and Hospitality Training Package or more frequently if deemed necessary by the Director of Studies/ CEO for those students who are already at risk, whereby early intervention is required and a warning Letter will be sent to student who are at Risk of not meeting Australian National College course progress requirements.
- The Students will be given a timetable for ALL allocated units delivered before each study block throughout the course.
- The required course progress is identified by the number of units assessed as 'Competent' in each study period (Semester) – that is, a student must be deemed 'Competent' in all the units (All the units enrolled) throughout a Study period (Semester).
- Student at Risk Identification (Early Intervention)
 - The student who does not achieve Satisfactory course progress {competency} in all the units/courses enrolled during the study block (10 weeks) will be identified as being at risk of not meeting the course progress and will be sent a warning letter (1st warning letter) after

the first study block. The student will have 20 days period to contact the Student Support Team for an intervention and to complete their assessments and”

- If at the end of the 20 days the student is still considered to be at risk, a 2nd warning Letter would be sent to the student, with a 20 days grace period.
- Where students have been identified as at risk of not meeting the Course requirement, all possible efforts shall be made by the means of intervention strategies (Details provided under the Appendices section) to ensure that the student is given the opportunity to rectify their situation, & to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student’s CoE by increased study load.
- *If Australian National College has assessed that the student is not meeting Course Progress requirements in accordance with its policies, Australian National College must give the student a written notice of its intention to report.*
- *Australian National College must also advise the student of their right to access Australian National College’s internal complaints and appeals process within 20 working days from the notification date. Australian National College’s complaints and appeals policy and procedures are available on Australian National College website (www.anc.vic.edu.au) and Student handbook.*
- *Where a decision or outcome is in favour of the student, Australian National College will immediately revoke the decision to report the student unsatisfactory course progress & provide support to ensure overseas student is in a position to complete the course within the expected duration specified on the overseas student’s CoE*
- *Australian National College must maintain the student’s enrolment by only reporting a breach of Satisfactory course progress requirements in Provider Registration and International Student Management System (PRISMS) in accordance with section 19(2) of the ESOS Act. if:*
 - *the internal and external complaints processes have been completed and the breach has been upheld;*
 - *the student has chosen not to access the internal complaints and appeals process within the 20 working day period;*

- *the student has chosen not to access the external complaints and appeals process; or*
- *the student withdraws from the internal or external appeals process by notifying Australian National College in writing.*

In above circumstances, the decision must be taken at the discretion of Australian National College CEO/Director of Studies. Where this is not possible their non-compliance of this course progress requirement will be reported to Department of Education and Training and Department of Home Affairs (DHA) via Provider Registration and International Students Management System (PRISMS).

- The following procedures outline a process to ensure that students are made aware and given opportunities by the means of activation of intervention strategies to rectify the situation.

PROCEDURES

2.1 RECORDING STUDENT COURSE PROGRESS

All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification that they are enrolled in based on their assessment outcome. The assessment shall be conducted by qualified trainers / assessors according to Australian National College's assessment tools, methods and the recording processes. All Course results are entered in to the Students Records Management System by the Student Support Team

2.2 MONITORING STUDENT COURSE PROGRESS

- Every effort will be made to proactively assist students to achieve satisfactory course progress and complete the course within the expected duration.
- All students are expected to take responsibility for their own learning and behaviour. Every student is expected to adhere to the requirements of this policy and the requirements of Australian National College with regard to completion and submission of assessment. Students not satisfying to these requirements will be notified and proactively supported. Students will be counselled and advised that if course progress does not improve to satisfactory levels then their enrolment may be cancelled.
- Course progress will be monitored by the trainer and assessor and the Student Support officer. The trainer and assessor are required to keep appropriate records and to undertake assessments in a timely fashion to

- enable effective monitoring of student progress and the implementation of all procedures.
- iv. This document provides procedures to ensure the Course progress of all overseas students (referred to as the student from hereafter) is recorded and monitored. This allows for early detection of a student's Unsatisfactory course progress and enables Australian National College to provide support to the students with poor academic course progress by means of implementing intervention strategies and providing extra support by providing extra classes in subsequent semester with increased study load (Student will be provided with extra timetable in order for them to finish the course requirement as per their Confirmation of enrolment).
 - v. ANC has formal and informal progress monitoring. As part of the informal on-going course progress monitoring the trainers and assessor along with Student Support Team are responsible for identifying any students at risk of not achieving satisfactory course progress throughout the course of the study block. It is in the job role of their trainer and assessor that they should be vigilant at all times to identify students who might be at a risk of not achieving satisfactory course progress prior to the start of the formal monitoring process. The indicators of student who might be at risk could involve but not limited to:
 - a. Student not participating in class activities
 - b. Change in students' behaviours in class and showing no interest in class
 - c. Student proactively mentioning issues he or she is facing
 - d. Student failing in one assessment of a unit.
 - vi. The trainer and assessor and student support team will be responsible to contact the student by telephone to arrange for a meeting with the student provide extra support for student. Extra support includes offering counselling, support and advice with a view to improving student wellbeing/course progress. Student would be referred to our appointed counsellor Mr Hamesh Yadav where required. Formal course progress monitoring starts at the end of the Study block, where the Student support and trainer and assessor reports any of the following issues regarding a student to the Course Coordinator to start early intervention procedures:

The student has been deemed 'Not Yet Competent (NYC)' in any of the units that he/she was enrolled in the Study block

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The current course load may restrain the student from completing the course within the expected duration as specified on the student's CoE.

- **Early Intervention**-Where a trainer/assessor has identified the student at risk of making unsatisfactory course before the end of the Study period (Semester).
 - Immediately, a 1st warning letter regarding unsatisfactory course progress will be sent to the student. The warning letter will explain to the student that an intervention strategy with an action plan must be agreed upon and implemented as soon as possible. The student will be advised that they **must** contact **Australian National College in person immediately** and arrange a meeting with the CEO/Director of Studies to discuss how we can improve this situation for the following Study period (Semester).
 - At the meeting, the student will discuss the appropriateness of the course they are currently enrolled in as well as the opportunities for reassessment in subjects previously been assessed as 'Not Yet Competent'.
 - Students will be made aware that unsatisfactory course progress will be reported to Department of Education and Training and Department of Home Affairs (DHA) by Australian National College and can lead to cancellation of their student visa (depending on the outcome of any appeal process if accessed).
 - The Course Coordinator or the Trainer/Assessor will work with the student to ensure that the discussed intervention strategy is implemented and produces higher levels of Course progress. Where the intervention strategy fails to promote student's Course progress a further meeting will be arranged to discuss additional support / counselling.
 - Without a reasonable cause, where a student fails to achieve satisfactory course progress, Australian National College will take steps to report the student to Department of Home Affairs by terminating a student enrolment which can lead to cancellation of his or her visa, depending on the outcome of any appeals process. *(Please refer to Complaint and Appeal Policy and Procedure)*
 - The reasonable cause is compassionate or compelling circumstances that are beyond the control of the student and they have an impact on

the student's capacity and/ or ability to progress through course. These could include but are not limited to:

- a. Serious illness to injury, where a medical certificate states that the student was unable to attend classes
 - b. Bereavement of close family members such as parents or grandparents (where possible death certificate should be provided).
 - c. Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impact on their studies.
 - d. A traumatic experience which could include but not limited to:
 - i. Involvement in or witnessing of an accident, or
 - ii. A crime committed against the student, or
 - iii. The student has been witness to a crime and that has impact on the student (these cases should be supported by the police or psychologist's report).
- Where Australian National College has assessed the student as not achieving satisfactory course progress, Australian National College will notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice will inform the student that he or she is able to access Australian National College's complaints and appeals process and that the student has 20 working days in which to do so.
 - Where the student has chosen not to access the complaints and appeals processes within the 20 working days period, the reporting of student unsatisfactory course progress will be reported to Department of Education and Training and Department of Home Affairs (DHA) via PRISMS.

2.3 ACTIVATION OF INTERVENTION STRATEGY:

- **If a student is not deemed competent in one or more units in a study block** the Student Support Team shall immediately send a 1st **Warning Letter** indicating that the student is required to contact Australian National College and organise an appointment with the Student Support Team to discuss their poor Course progress and intervention strategies to ensure they stay up to date with Course

progress requirement for the following Study block and the Semester. If the student does not respond within 7 days the Student Support Team will attempt to contact the student via telephone. A period of 20 days would be given to the student to make contact with the relevant officers. If the student respond, an intervention strategy will be implemented

- A 2nd warning letter will be send after the 20 days period is over if the student fails to contact Australian National College. The student would be given 20 days to make contact with the student support at Australian National College. If the student respond, an intervention strategy will be implemented
- If the student does not respond after the 20 days, the student shall be sent a "STUDENT COURSE PROGRESS BREACH RECORDED LETTER"

2.4 WHEN A STUDENT'S FAILS TO MAINTAIN THEIR COURSE PROGRESS EVEN AFTER IMPLEMENTATION OF INTERVENTION

- The student shall be sent a 'Breach Recorded' letter indicating they are going to be reported to Department of Education and Training and Department of Home Affairs (DHA) for unsatisfactory course progress in their enrolled course of study. They will be informed that this has occurred as they have failed maintained their course progress even after the implementation of Intervention strategies or fail to avail the extra support services available to complete the course as per their confirmation of enrolment.
- They are also informed of their ability to access the complaints and appeals process and have 20 working days to do so.
- If the student does not go through any appeal or complaint process within 20 working days, the student will be reported to Department of Education and Training and Department of Home Affairs (DHA) for unsatisfactory course progress via PRISMS.
- Australian National College must only report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:

- the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
 - the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
 - the overseas student has chosen not to access the external complaints and appeals process, or
 - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- Where a decision or outcome of Complaint and Appeal is in favour of the student, Australian National College will immediately revoke the decision to report the student unsatisfactory course progress.
 - In above circumstances, the decision must be taken at the discretion of Australian National College CEO/Director of Studies.
 - A copy of all letters, details of phone calls/SMS made, and any reports are to be kept in the student files as per the records management policy and procedures.

MONITORING COURSE PROGRESS POLICY AND PROCEDURES

DOCUMENTS/FORMS:

1. Meeting with Student Form
2. Intervention Strategy Form
3. Compassionate and Compelling Circumstances Policy and Procedures
4. Complaint and Appeal Policy and Procedures
5. Complaint and Appeal forms
6. Poor Course Progress Warning Letters
7. Interventions strategies Guidelines (Appendix)
8. Student Course Progress Breach Recorded Letters
9. Completion Within Expected Duration-Policy and Procedures
10. Request Form

REFERENCE:

This policy/procedure supports:

, [National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 8: Overseas student visa requirements](#)

(APPENDICES)

Monitoring Course Progress requires Australian National College to have a documented intervention strategy.

AUSTRALIAN NATIONAL COLLEGE INTERVENTION STRATEGY GUIDELINES

Introduction: Intervention Strategies to be put in place may incorporate the following:

- Student will be advised to attend the catch up classes
- Mentoring programs will be implemented
- Counselling will be arranged for the student

Reduction of load may be advised but the student will be advised to complete the course in the expected duration and he/she cannot exceed duration beyond the specified course duration on CRICOS.

Allowable extensions of course duration (National Code 2018)

The registered provider must not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:

- *there are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence, or*
- *the registered provider has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or*
- *An approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).*

This intervention strategy specifies the procedures for identifying and assisting students at risk of not meeting the required course progress requirements i.e. not attaining competency in one or more units undertaken/enrolled in a study block. This intervention strategy must be made available to staff and students.

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The intervention strategy guidelines have been produced to assist Australian National College staff in determining how to assist students at risk of not meeting satisfactory course progress requirements as required by the Monitoring Course Progress Policy and Procedures.

Australian National College would develop their intervention strategy for each student on a case by case basis. These guidelines include suggested actions, however these suggested actions are not exhaustive.

INTERVENTION STRATEGY GUIDELINES

Action	Responsibility	Comment
<p>Early Intervention {After 10 week of Study block}</p>	<p>Student Support Team/Course Co-Coordinator</p>	<p>Australian National College will implement its intervention strategy (Early Intervention) in respect of students who are identified for the first time as not making satisfactory course progress in study period.</p> <p>Students must be contacted by letter, email or personal contact. Student should be advised that they are currently at risk of not meeting satisfactory course progress</p> <p>Australian National College Will:-</p> <ul style="list-style-type: none"> • Identify student who is at risk of not maintaining Satisfactory Course Progress within 12 weeks. <i>(include 2 weeks marking and result updates)</i> • Notify the student by sending the "Poor Course Progress 1st Warning Letter" stating risks of unsatisfactory course progress and ramification to their enrolment and visa requirements • Assist the student by arranging meeting with Australian National College Student Support Team, provide information about additional support services available and referral to external counselling (if needed).

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<p>Intervention Strategy activated where the students attends</p>	<p>Student Support Team /Course Co-Coordinator</p>	<p><u>EARLY INTERVENTION IS REQUIRED</u></p> <ul style="list-style-type: none"> • Student Support Team/Course Co-Coordinator in conjunction with student will complete the meeting with student form and the intervention strategy form • Where a student meets with either the student support team or course coordinator, the student's enrolment cannot be cancelled due to not meeting satisfactory course progress if an intervention strategy has not been activated • Assist the student by arranging meeting with Australian National College Student Support Team, review previous support strategies in place for the student, provide additional support services, and referral to external counselling (if needed) • Students would be monitored and supported through intervention strategies
<p>Intervention Strategy activated where students does not attend or contact the college</p>	<p>Student Support Team /Course Co-Coordinator</p>	<ul style="list-style-type: none"> • Student was sent the "Poor Course Progress 1st Warning Letter" and the 20 days' timeline has now passed • Notify the student by sending "Poor Course Progress 2nd Warning Letter" Requirements and information about support services available and referral to external counselling (if needed). • Where the students still does not contact the college, a "Student Course Progress Breach Recorded Letter" will be sent after 20 days advising the student that they are in breach of their Student Visa Course requirements and will be reported via the PRISMS reporting system

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<p>Tailoring of Intervention Strategy</p>	<p>Course Co-Coordinator / CEO/Director of Studies</p>	<p>Intervention Strategies should be tailored to suit each individual student's needs.</p>
<p>Intervention Strategies</p>	<p>Student support Team / CEO/Director of Studies</p>	<p>Intervention strategies can cover, but not limited to:</p> <ul style="list-style-type: none"> • Transition support • English language support • Study skills support • Welfare support • Reduction in course load
<p>Intervention Strategy- Transition support</p>	<p>CEO/Director of Studies / Student Counsellor</p>	<p>Students requiring transition support may be directed to the Student Support Team for assistance with:</p> <ul style="list-style-type: none"> • Accommodation problems • Cultural shock, homesickness • Local customs and etiquette • Balancing work commitments and studies
<p>Intervention Strategy- English Language Support</p>	<p>CEO/Director of Studies / Student Counsellor</p>	<p>Students requiring assistance with English language support may be directed to English Language Trainer. Students can receive assistance in:</p> <ul style="list-style-type: none"> • Grammar • Oral • Formatting • Research skills presentations • Presentations

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		Concurrently with their normal studies.
Intervention Strategy- Study skills support	CEO/Director of Studies / Student Counsellor	<p>Students requiring assistance with study skills may be directed to Counsellor or CEO/Director of Studies.</p> <p>Students can receive assistance in:</p> <ul style="list-style-type: none"> • Assessment expectations (e.g. due dates) • Exam preparations • Time management • Class attendance and participation • Course referencing and plagiarism • Reading and note taking skills • Research, web searching, and library skills
Intervention Strategy- Welfare support	CEO/Director of Studies / Student Counsellor	Students may be directed to Student Support Team, Doctor or Counsellor to receive assistance with personal issues influencing progress

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<p>Intervention strategy-Reduction in course load</p>	<p>CEO/Director of Studies / Student Counsellor</p>	<p>Where it is believed the above intervention strategies will not assist a student in meeting satisfactory course progression a reduction in course load may be considered. Students must complete their studies within the duration of their Confirmation of Enrolment (eCoE) however if an approved intervention strategy has been implemented students may apply for an eCoE extension if they cannot catch up through study in non-compulsory period.</p> <p>CEO/Director of Studies to be advised if student requires changes to length of eCoE.</p>
<p>Intervention strategy-Change of course</p>	<p>CEO/Director of Studies</p>	<p>A student may transfer to a suitable alternative course as part of an intervention strategy.</p> <p>CEO/Director of Studies must be notified as student will be required to complete new application and receive a new Offer of enrolment and sign a new Enrolment Acceptance Agreement. CEO/Director of Studies will then cancel the original CoE and issue a new CoE.</p>
<p>Study Plan</p>	<p>Course Coordinator / CEO/Director of Studies</p>	<p>An amended study plan may be required for a student who has an intervention strategy in place. The student must receive a copy of the amended study plan and a copy must be in student's file.</p>
<p>End of Intervention strategy</p>	<p>Course Coordinator / CEO/Director of Studies</p>	<p>A closing meeting will be arranged with the student. The course coordinator will complete a "Meeting With Student Form"</p>
<p>Evidence of Intervention strategy</p>	<p>CEO/Director of Studies</p>	<p>Documentary evidence of the measures implemented should be kept in student's file. Student should receive a copy.</p>

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When an intervention strategy has been activated for a student, documentation must be kept in the student's file for all follow up meetings, support provided and strategies undertaken by the student.

If it is noted that the student is not following the intervention strategy in place for the student, it is recommended that the student is sent a letter reminding the student that if they continue to not meet course progress requirements he/she will be reported to Department of Education and Training and Department of Home Affairs (DHA) which may result in their student visa being cancelled.

MONITORING COURSE PROGRESS POLICY AND PROCEDURES

APPENDIX 1 POOR COURSE PROGRESS 1ST WARNING LETTER

Date: (insert date)

Student Name: (insert details)

Student Number: (insert details)

Student Address: (insert details)

Dear Student,

You are at risk of not maintaining the satisfactory course progress

We have noticed that you have been unable to achieve Competency in ALL of the units undertaken for the current/previous Study block, which is a requirement of your course. As a result of this, you have been deemed as being at risk of not maintaining satisfactory projected course progress for the study period (Semester).

In accordance with its Monitoring Course Progress policy and procedure ("**Policy**"), Australian National College ("**ANC**") requires you to contact the Student Support Team to discuss your course progress and to develop an appropriate intervention strategy. The intervention strategy will assist you to improve your course progress for the current study period and ensure that you maintain satisfactory course progress as required by ANC.

You can contact the Student Support Team by sending an email to info@anc.vic.edu.au or by phone on +61 3 9662 3300 ANC requires you to contact the Student Support Team as soon as possible but **by no later than 20 days from the date of this letter** to ensure an effective intervention strategy can be put in place as soon as possible.

In addition to academic support, ANC can also offer other kinds of support. Examples of the kinds of support ANC can offer include, but are not limited to:

1. counselling services with our appointed counsellor;
2. English language support;
3. Extra classes
4. study skills support;
5. welfare support; and
6. reduction in course load.

Support is also available in relation to transition support such as cultural shock and homesickness, local customs and etiquette and balancing work commitments and studies.

Should you require any of the additional support mentioned above please contact us on (03) 9662 3300 or by email on info@anc.vic.edu.au. You can also discuss additional forms of support with the Student Support Team as part of this intervention process.

Please note that if no response is received within 20 days of the date of this letter, in accordance with the Policy, ANC will be required to take further steps.

Yours sincerely

Student Support Team

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APPENDIX 2 POOR COURSE PROGRESS 2ND WARNING LETTER

Date: (insert date)
Student Name: (insert details)
Student Number: (insert details)
Student Address: (insert details)

Dear Student,

Your current course progress is at high risk and you are at risk of breaching your Visa requirement. (Fail to maintain course progress)

Australian National College (“**ANC**”) previously wrote to you to inform you that we had identified you as being at risk of not maintaining satisfactory course progress. We required you to contact us within 20 days of our letter to discuss your course progress and put in place an intervention plan.

We have not heard from you further to our previous letter / email within the required timeframe. As a result, in accordance with our Monitoring Course Progress policy and procedure (“**Policy**”), you have been deemed as being at high risk of not maintaining satisfactory projected course progress for the study period (Semester).

You **must** contact **Australian National College in person immediately** and arrange a meeting with the Student Support Team to discuss your course progress and to develop an appropriate intervention strategy. The intervention strategy will assist you to improve your course progress for the current study period and ensure that you maintain satisfactory course progress as required by ANC.

In addition to academic support, ANC can also offer other kinds of support. Examples of the kinds of support ANC can offer include, but are not limited to:

1. counselling services with our appointed counsellor;
2. English language support;
3. Extra classes
4. study skills support;
5. welfare support; and
6. reduction in course load.

Support is also available in relation to transition support such as cultural shock and homesickness, local customs and etiquette and balancing work commitments and studies.

Should you require any of the additional support mentioned above please contact us on (03) 9662 3300 or by email on info@anc.vic.edu.au. You can also discuss additional forms of support with the Student Support Team as part of this intervention process.

Please note that in order to comply with its obligations under the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, in particular, Standard 8 (overseas student visa requirement), Standard 9 (completion within the expected duration of study) and Standard 10 (monitoring course progress), ANC is required to monitor your course progress and to make sure that you are provided with adequate support and facilities for you to complete your course within the expected duration.

Please be advised that as soon as you fail to maintain your course progress for a study period (Semester), if you fail to contact ANC and avail yourself of the support and referral services available, ANC is obliged to notify the Department of Education and Training and the Department of Home Affairs (DHA) via PRISMS that you have breached your course progress requirements.

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This may result in DHA determining that you have breached a condition of your visa and taking further action.

If no response is received within 20 business days of the date of this letter, ANC will be required to proceed with the next step of the reporting process.

Yours sincerely

Student Support Team

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APPENDIX 3 POOR COURSE PROGRESS BREACH RECORDED LETTER

Date: (insert date)

Student Name: (insert details)

Student Number: (insert details)

Student Address: (insert details)

Dear Student,

Subsequent to our issuing to you two (2) 'Course Progress Warning' Letters and our attempts to provide you with support in accordance with Australian National College ("ANC")'s Monitoring Course Progress policy and procedure ("**Policy**"), our records indicate your projected course progress has fallen below the minimum requirement, and you have failed to maintain your satisfactory course progress for this Study period (Semester).

This is in Breach of ANC's Course Progress Requirement and also of your Visa conditions

Please be advised that you are in breach of your Course and Student Visa requirements and **ANC is now required to notify** Department of Education and Training and Department of Home Affairs (DHA) via the PRISMS reporting system.

If you feel you have reasonable grounds for your poor course progress in your course and wish to appeal this reporting of the breach of course progress requirement, you **must** contact **Australian National College in writing** within 20 working days outlining your circumstances and providing supporting documents. This process is outlined in the attached 'Complaints & Appeals Policy / Procedure and further information on this process / decision can be gained from Student Administration.

If no response is received within 20 working days Australian National College will proceed with the reporting process.

Please be advised that you are still required to attend Australian National College until notified by the Department of Home Affairs (DHA).

Yours sincerely

CEO/Director of Studies

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APPENDIX 4 POOR COURSE PROGRESS BREACH REPORTED LETTER

Date: *(insert date)*

Student Name: *(insert details)*

Student Number: *(insert details)*

Student Address: *(insert details)*

Dear Student,

Subsequent to the institute issuing to you a POOR COURSE PROGRESS BREACH REPORTED LETTER and in the absence of no correspondence from you regarding any intention to appeal the decision of reporting the breach of course progress within 20 business days, I am advising you that Australian National College has now notified the appropriate government agency(s) via the PRISMS reporting system regarding the breach of your Visa conditions (section 19 of the ESOS Act).

The Department of Home Affairs (DHA) as a result of this report may cancel your student visa. I recommend that you contact the Department of Home Affairs (DHA) regarding the status of your student visa.

Please also be advised that you are still required to attend the institute's scheduled classes until notified by the Department of Home Affairs (DHA).

If you do not agree with the Australian National College's decision, you may wish to contact The Overseas Student Ombudsman an external appeals and Complaints body. The details are as follows:

The Overseas Student Ombudsman (OSO) – For International Students Only
Phone: 1300 362 072

International: +61 2 6276 0111

Complaints: Online Complaint Form
(<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>)

Post: Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601

Melbourne Office (By appointment only) Level 6, 34 Queen Street Melbourne VIC 3000

Yours sincerely

CEO/Director of Studies