

## **POLICY TITLE:      Monitoring, Notifying & Reporting International Students**

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### **Purpose**

To ensure that Photography Studies College (Melbourne) complies with all current requirements in the Educational Services for Overseas Students Act 2000 (ESOS) and Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 regarding monitoring, notifying & reporting of international students.

### **Policy**

All overseas students' course progress will be monitored via attendance and course progress and, where necessary, changes to a student's enrolment and breaches of visa conditions will be reported, according to ESOS requirements, to the relevant Commonwealth Government Department. The breach will be reported via the Provider Registration and International Students Management System (PRISMS), after having undertaken student support in accordance with the *Student Progress and Exclusion Policy* and provided written notification to the student of the intention to report and completed any relevant appeals process.

### **Procedures**

A detailed outline of the procedures that pertain to the implementation of this Policy are outlined in the Student Progress and Exclusion and Monitoring, Notifying and Reporting of International Students Procedure.

#### **1. Ensuring students are fully aware of academic progression and attendance requirements.**

- Overseas students are required to undertake a specific orientation program as part of the requirements under Standard 8 of the National Code of Practice 2019. This orientation program is designed to provide students prior to course commencement, information on the conditions attached to their student visa, including the relevant information on achieving satisfactory course progress and attendance requirements. This information includes support services available to students to enable them to achieve satisfactory course progress and are encouraged as early as possible to contact academic staff where they have concerns with their study progress.
- Students are advised of the minimum 80% Photography Studies College (Melbourne) attendance requirements and of the requirement to notify the College if they will be absent from class.
- Under student visa requirements, students are obligated to inform PSC in writing within 7 days of any change in address, mobile number, email address or emergency contact details.

## 2. Monitoring academic progress

- Student academic performance is recorded during the study period for each subject undertaken through the Moodle based platform (miPlace) in the form of timely completion of assessment tasks, the recording of assessment outcomes (results) and written feedback by the relevant subject teachers.
- It is a requirement that every subject teacher monitor and records the attendance of their sessions on the class roll on miPlace.
- An attendance review process is undertaken by the Student Services Administration Coordinator on a weekly basis and reported to the Year Level Coordinator and the Higher Education Course Director.
- Academic Staff including the Year Level Coordinator and the Higher Education Course Director regularly meet to discuss and identify any students who are considered to be at risk of poor academic performance or failure, through lack of attendance, poor participation in classes or non-submission of required work.
- A student's course progress semester by semester will initially be assessed by the Student Services Administration Co-ordinator when compiling all semester results. If a student has failed a subject or unit, the Student Services Administration Co-ordinator will advise the Higher Education Course Director.

## 3. Notifying students not meeting course progress requirements

### Attendance Requirements

- Students who have not provided notification in relation to their absence of a class are followed up by the subject teacher and/or the Student Services Administration Co-ordinator. Following contact, outcomes are reported to the Year Level Coordinator and the Higher Education Course Director to determine any required action to follow.
- If a student has been absent for more than 5 consecutive days or 2 consecutive classes in a particular subject without providing an approved reason in writing to the College (including a current doctor's certificate for illness, or family bereavement requiring supporting documentation, or personal traumatic experience requiring attendance at the College's professional counsellor for a minimum number of agreed sessions), the subject teacher and/or the Year Level Coordinator will contact the student by phone in order to establish the reason for the absence and any possible support the College can provide including student wellbeing referral to support services. Following the outcome, if the subject teacher and/or the Year Level Coordinator determines that further action is required to support the student a '*Letter of Concern*' will be issued.

### Academic Performance Requirements

- Students are encouraged as early as possible to contact their subject teacher where they may not meet the anticipated due date for assessment or where they have concerns with their study progress and are able to apply for an extension.
- Students that have not submitted an assessment by the due date and have not been granted an extension will be contacted immediately by the subject teacher and issued with a '*Letter of Concern*'.
- Students that have failed a subject(s) will be determined to be 'at risk' and issued with a '*At Risk Letter*' and will be assisted through an intervention strategy.

- Students that are required to resubmit assessment or to repeat subject(s) will require assessment against whether they will meet course duration specified on the overseas student's CoE (refer to section 6 - extension of course duration).

A '*Letter of Concern*' issued to a student by their subject teacher will require the student to make an appointment to see the relevant subject teacher to formally discuss their progress.

A '*Letter of Concern*' may be issued by the subject teacher to the Student for a student response and will alert the Year Level Coordinator and/or the Higher Education Course Director who will assess the student response and if the student may be 'at risk' of not meeting satisfactory course progress and this is determined to be the case, the Higher Education Course Director will issue the student an '*At Risk Letter*'.

An '*At Risk Letter*' will require the student to make an appointment to see the Higher Education Course Director and the subject teacher to formally discuss their progress and implement a strategy plan to assist the student in meeting satisfactory course attendance and progress.

Students considered 'at risk' of not achieving satisfactory academic progress may include:

- Academic performance which may result in the student not passing a subject
- Not submitting an assessment by the due date without notification or applying for an assignment extension
- Achieving a "fail" for an Assessment
- Lack of attendance resulting in poor participation in class
- Persistent breaches of academic integrity requirements

Communications to students in relation to student progress are made in writing via email. A copy of this email is cc to the Student Services Administration Co-ordinator, who maintains a student 'At Risk' register for the purpose of monitoring and ensuring all subsequent actions as contained within this policy are implemented as required.

#### **4. Assisting students to meet course progress and attendance requirements**

Students at risk of not meeting course progress or attendance requirements will be assisted through an intervention strategy, in line with the *Student Progress and Exclusion policy* and the *Student Progress and Exclusion and Monitoring, Notifying and Reporting of International Students Procedure*.

A prescribed study program (Action Plan) will be developed and implemented for a student determined by the Higher Education Course Director to be 'at risk'. This will be overseen by the relevant teaching staff member including the Year Level Coordinator and/or the Higher Education Course Director. Where an Action Plan is specified, the details are to be advised to the student in writing.

The Action Plan may provide additional learning support for the student in order to achieve the learning outcomes of the subject and will be monitored by the Year Level Coordinator and/or the Higher Education Course Director on a weekly basis.

If a student has failed a subject in a semester, the student will be informed that he/she is required to repeat that subject or unit at the applicable fee rate and achieve a satisfactory pass grade in order to be eligible for the relevant qualification.

## **5. Intention to report unsatisfactory course progress**

International students at PSC who continue to not meet course progress or attendance requirements after unsuccessfully responding to the intervention strategies as outlined above, and following a determination by the Higher Education Course Director in consultation with the Year Level Coordinator and relevant subject teacher, will receive a written notice of the intention to report the student to the relevant Commonwealth Government department via PRISMS for not achieving satisfactory course progress and/or attendance.

The notice will be provided as soon as practicable to the student in a form that provides the reasons for the intention to report.

The notice of intention to report will inform the student that he or she is able to appeal this decision by accessing the College's grievance procedure under the *Grievance Handling Policy and Procedure (for Academic and non-Academic Matters)* and that the student will have 20 working days to do so.

The student is informed in this letter that he/she may appeal if they believe one or more of the following has occurred:

1. The College has not recorded or calculated the student's marks/grades correctly
2. There are compassionate or compelling reasons which have contributed to the unsatisfactory course progress
3. The relevant support services were not implemented in accordance with the student being identified and notified of being 'at risk' of unsatisfactory academic performance.

A copy of this policy will be attached to the letter. Copies of the notice are attached to the student file and notes recorded through the student management system.

The student's enrolment will continue during this process.

## **6. Reporting unsatisfactory course progress and/or substantiated misconduct**

Photography Studies College (Melbourne) will report a breach of course progress in PRISMS if:

- The internal and external complaints 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;
- The student withdraws from the internal or external appeals process by notifying Photography Studies College (Melbourne) in writing;
- A decision may be made to suspend or cancel the enrolment or not reenrol a student on the grounds of misbehaviour, unacceptable behaviour and/or breach of responsible behaviour.

## **7. Reporting changes to student enrolment**

The Student Services Administration Co-ordinator confirms all enrolment details for each current student and ensures the relevant Commonwealth Government department is informed via PRISMS by CoE Administrator of any change to the

student's enrolment. This includes advising the following: student not commencing course, termination, suspended/deferring studies, course completed early, change to course duration, course cancelled (provider still operating), provider decision to cease student enrolment, student leaves provider, student unable to start course (course suspended), student notified cessation of studies.

## **8. Extending course duration**

PSC must ensure it monitors the progress of each international student to ensure that they are in a position to complete their course of study within the expected duration specified on the overseas student's CoE.

In all circumstances outlined in this procedure PSC will seek to ensure that the international student continues to progress through the course within the timeframe of the students' current visa period.

Photography Studies College (Melbourne) can only extend a student's enrolment if:

- The College has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment;
- The College has implemented, or is in the process of implementing, an intervention strategy for the student who is at risk of not meeting course progress requirements; or
- An approved deferral or suspension of the student's enrolments has occurred – in line with the Deferral, Suspension and Cancellation of a Students enrolment policy.

If Photography Studies College (Melbourne) extends the duration of a student's enrolment and the student's visa will expire prior to completion of the course, the student will be issued with a new replacement CoE with the new Proposed Course End Date and required to apply for a new Student visa.

## **Definitions**

'Compassionate or compelling' circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- 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 emergency travel and this has impacted on the student's studies;
- A traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports);
- Where the College is unable to offer a pre-requisite unit, or the student has failed a pre-requisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

## Related Documentation

### Policies

Grievance Handling Policy and Procedure (for Academic and non-Academic Matters)  
Student Progress and Exclusion  
Student Consultation and Support  
Deferral, Suspension and Cancellation of Student enrolment  
Academic Integrity  
Student Conduct

### Procedures, Forms & Documents

International Student Handbook  
PRISMS Course Variation Form (restricted access)  
Student Progress and Exclusion and Monitoring, Notifying and Reporting of  
International Students Procedure  
Letter of Concern  
At Risk letter  
Intention to Report letter

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