Monitoring and reporting on overseas students’ course progress

Introduction

This fact sheet provides general guidance for providers delivering courses to overseas students about monitoring and reporting on the course progress of your students.

You have obligations under both:

- the Education Services for Overseas Students Act 2000 (ESOS Act), including section 19, and
- the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (the National Code).

The purpose of monitoring is to identify students who:

- may be at risk of not completing the course within the expected duration, and/or
- are not achieving satisfactory course progress.

By monitoring students, providers can identify those for whom an intervention strategy must be implemented.

For example, if your provider conducts regular formative assessments, staff might use these assessments as a way of identifying if students are likely to meet course requirements and complete the course on time.

You must assess course progress for each student—as a minimum—at the end of each study period.

When do I need to implement the intervention strategy?

You must have a documented intervention strategy that specifies:

- procedures for contacting and counselling identified students
- strategies to assist identified students, and

Standard 10 of the National Code outlines your obligations to monitor and report on students’ course progress.

How do I monitor satisfactory course progress?

You are required to have a course progress policy and procedure that outlines the requirements for achieving satisfactory course progress for each course you are registered to deliver.

Your course progress policy and procedures for each course should outline how monitoring occurs.

A study period is a discrete period of study determined by the provider, but is no longer than six months.
• the process by which the intervention strategy is activated.

The strategy must be implemented where the student has failed or is not yet competent in 50 per cent or more of units attempted in each study period.

Any student who is at risk should also be reminded that it is a condition of their visa that they maintain satisfactory course progress.

When and how do I report students?

You are required to use the Provider Registration and International Students Management System (PRISMS) to report any student who has not met course progress requirements.

Before doing this, ensure that you have:
  • implemented your intervention strategy
  • notified the student in writing of your intention to report them, and
  • allowed the student 20 days to avail themselves of your complaints and appeals process

Where the student has chosen not to access the complaints and appeals processes within the 20 days, withdraws from the process or the process is completed and results in a decision that supports the provider you must report the student via PRISMS for not achieving satisfactory course progress.

This must be done ‘as soon as practicable’. While the period is not defined, you should have policies and procedures in place that ensure timely reporting.

What records should I keep?

You should keep records relating to satisfactory course progress. These include:
  • assessment of course progress records for each student
  • assessment results (as required by s.21 of the ESOS Act)
  • records of contact with students
  • notices of intention to report
  • complaints and appeals outcomes, and
  • other relevant records.

More information?

Contact the ASQA Info Line on 1300 701 801 or by emailing enquiries@asqa.gov.au.