



**GLOBAL COLLEGE AUSTRALASIA**

**COURSE PROGRESS AND INTERVENTION  
POLICY AND PROCESSES**

**RTO No: 45088 | CRICOS Code: 03564F**





## COURSE PROGRESS AND INTERVENTION POLICY AND PROCESSES

### 1. PURPOSE

The purpose of this policy is to ensure that Global College Australasia Pty Ltd (ACN 002 965 639 ABN 30 606 828 880, RTO ID 45088, CRICOS Provider 03564F) trading as Global College Australasia, herein known as “GCA”, monitors the course progress of its students. It is GCA's responsibility to identify, notify, and offer support to students who may be at risk of not progressing satisfactorily 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.

**Clarification:** This policy relates to both English Language Intensive Courses for Overseas Students (ELICOS) course and Vocational Education and Training (VET) courses offered by Global College Australasia.

GCA will always safeguard the integrity of Australia's migration laws by supporting overseas students to complete their course within the required duration and fulfil their visa requirements for course attendance and course progress. The purpose of this policy ensures that:

- GCA ensures the requirements for achieving satisfactory course progress, including policies that promote and uphold the academic integrity of the registered course and meet the training package or accredited course requirements.
- GCA ensures it has a process for recording and assessing course progress requirements [Standard 8.9.2];
- GCA ensures it has a process to identify overseas students at risk of unsatisfactory course progress [Standard 8.9.3];
- Details of GCA's intervention strategy to assist overseas students at risk of not meeting course progress requirements in sufficient time for those overseas students to achieve satisfactory course progress [Standard 8.9.4];
- GCA ensures it has a process for determining the point at which the overseas student has failed to meet satisfactory course progress [Standard 8.9.5];
- How a change in enrolment will be reported to the Department of Education through PRISMS within 31 days.

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

Overseas students are required to be enrolled in a full-time registered course to undertake study. For ELICOS and VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week and is a visa condition for overseas ELICOS and VET students, unless otherwise specified by ASQA. Overseas students are also expected to progress through their course so that they complete the course within the nominated course duration.



This policy outlines how GCA ensures that:

- All overseas ELICOS and VET students understand they are required to attend a minimum of 20 scheduled course contact hours per week as a condition of their student visa, and that the Department of Home Affairs may cancel a student's visa if they fail to maintain their enrolment.
- Course progress and attendance is monitored.
- Support is provided to those at risk of not meeting course progress and minimum attendance.
- Extension to the duration of an overseas student's enrolment will only occur in certain circumstances and that the student will be advised to contact the Department of Home Affairs (DoHA) about the potential impacts on their student visa ([homeaffairs.gov.au](http://homeaffairs.gov.au)).

## 2. SCOPE

This Policy applies to:

- All students currently enrolled with GCA;
- Each GCA course registered on training.gov.au;
- All Staff of GCA involved in the process of monitoring attendance and course progress of overseas students currently enrolled with GCA, according to ESOS Standard 8 Overseas Student Visa Requirements.

## 3. DEFINITIONS

|                                       |   |
|---------------------------------------|---|
| <b>ASQA</b>                           | The Australian Skills Quality Authority ( <b>ASQA</b> ) is the national regulator for Australia's Vocational Education and Training sector. <b>ASQA</b> regulates courses and training providers to ensure nationally approved quality standards are met.   |
| <b>Attendance – ELICOS</b>            | GCA records and monitors an ELICOS student attendance in accordance with Standard 8 Overseas Student Visa Requirements. An overseas student studying ELICOS is required to attend classes for <b>20 course contact hours per week</b> to meet their overseas student visa conditions. <a href="#">Standard 8: Overseas student visa requirements - Department of Education, Australian Government</a>   |
| <b>Attendance – VET</b>               | GCA records and monitors a VET student's attendance in accordance with Standard 8 Overseas Student Visa Requirements. An overseas student is required to participate in training and assessment for <b>20 scheduled course contact hours per week</b> to meet their overseas student visa conditions. Under GCA, students must attend training and assessment face to face on site 15 hours a week (2 days x 7.5 hours exclusive of lunch and breaks) to be eligible to submit assessment tasks for marking <b>as evidence of training must precede assessment.</b>   |
| <b>At Risk – Non-Attendance – VET</b> | 'At risk' for non-attendance for a VET student is defined as a student who demonstrates absence within a compulsory study period. GCA will monitor attendance <b>and contact students deemed 'at risk' before their attendance falls below 80 per cent</b> to assist them via an intervention strategy. GCA will "assist overseas students through an intervention strategy if they are not achieving satisfactory course progress, and if applicable, attendance before the overseas student's attendance falls below 80 per cent". <a href="#">Standard 8: Overseas student visa requirements - Department of Education, Australian Government</a> . <i>Note: Any student identified 'at risk' of attendance is automatically assessed as 'at risk' of course progress.</i> |



# GLOBAL COLLEGE AUSTRALASIA

RTO No. 45088 CRICOS CODE: 03564F

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|  |   |
|--|---|
| <b>CoE</b>                               | Confirmation of Enrolment. A CoE is issued to the student based on the registered duration of a course (or a shorter duration if the student has already completed part of the course). A student should complete the course within the length of the CoE unless compelling or compassionate circumstances apply, and evidence is supplied.   |
| <b>Course Contact Hours</b>              | Defined hours for each course enrolled. The National Code specifies that VET courses require a minimum of 20 scheduled course contact hours per week. ASQA specifies that for VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week. Scheduled course contact hours refer to the hours for which students enrolled in the course are scheduled to attend classes, course-related information sessions, supervised study sessions, mandatory and supervised work-based training and examinations.<br><br>As per <a href="https://www.asqa.gov.au/esos-providers/esos-requirements/overseas-student-attendance">https://www.asqa.gov.au/esos-providers/esos-requirements/overseas-student-attendance</a><br>“that at least two-thirds (inclusive of 20 scheduled course contact hours per week) of the VET units of competency or modules being delivered to an overseas student will be provided face-to-face (that is, not through online or distance learning)” |
| <b>Compulsory Study Period</b>           | GCA defines a compulsory study period as one term, 10 academic weeks of study, 13 weeks duration inclusive of three weeks of holidays / study break.  |
| <b>Course Duration</b>                   | Refers to the course duration registered on CRICOS [ <a href="http://cricos.gov.au">cricos.gov.au</a> ].  |
| <b>Department of Home Affairs (DoHA)</b> | Department of Home Affairs. The DoHA brings together Australia’s federal law enforcement, national and transport security, criminal justice, emergency management, multicultural affairs and immigration and border-related functions, working together to keep Australia safe. <a href="http://www.homeaffairs.gov.au">Department of Home Affairs</a>  |
| <b>ELICOS</b>                            | English Language Intensive Courses for Overseas Students.   |
| <b>ESOS</b>                              | Education Services for Overseas Students. The ESOS Framework is the legal framework for the provision of education services to overseas students and sets out the registration requirements and the ongoing standards for education providers that offer courses to overseas students. Visit <a href="http://www.isana.org.au/esosforstudents/">www.isana.org.au/esosforstudents/</a> .   |
| <b>Expected Duration</b>                 | Expected duration refers to the course duration registered on CRICOS [ <a href="http://cricos.gov.au">cricos.gov.au</a> ]. The registered duration is established through reference to the <a href="http://www.aqf.gov.au">Australian Qualifications Framework</a> (AQF) and Victorian government legislation or guidelines.  |
| <b>Intervention Strategy</b>             | Any documented action targeted at addressing the needs to support and assist an ‘at risk’ student either through lack of attendance or course progress. All providers must have a documented intervention strategy, which must be made available to staff and students. At a minimum, the intervention strategy must be activated where the student has failed or is deemed not yet competent in 50 per cent or more, and student attendance is lower than 80% in any study period. Providers may choose to intervene at any point before the end of a study period if outlined in their course progress policy and/or intervention strategy.   |
| <b>Monitoring Period</b>                 | A period of time within a course compulsory study period that attendance and course progress will be monitored and calculated.  |



|   |  |
|---|--|
| <b>Notification Of Intention Cancellation to report</b> | Written notice [GCA_NOTIFICATION OF INTENTION CANCELLATION COE_VIOLATION OF COURSE PROGRESS POLICY] forwarded to the student via email; letter to the student's identified address recorded on GCA Student Management System. Students are sent a <i>Notification Of Intention Cancellation</i> informing them of GCA's intention to report to the Department of Education through PRISMS. This letter will advise the process for appealing against this decision via GCA's Complaints and Appeals process and advise they have 20 working days from the date of the letter to appeal the decision. |
| <b>PRISMS</b>   | <b>Provider Registration and Overseas student Management System [PRISMS].</b> Through PRISMS, certain Australian Government agencies can monitor student compliance with visa conditions and provider compliance with the <i>Education Services for Overseas Students Act 2000 (ESOS Act)</i> .  |
| <b>Satisfactory Course Progress</b>                     | Demonstration of satisfactory attendance in 80 percent and evidence of competency in 50 percent or more of the units studied in the current compulsory study period/each term.   |
| <b>Study Plan</b>                                       | Suggested arrangement of study to improve study progress.  |
| <b>Unsatisfactory Course Progress</b>                   | At a minimum where a student has deemed not yet competent in 50 percent or more of the units studied in the current compulsory study period/each term.   |
| <b>Letter of Offer</b>                                  | A signed letter of offer under Australian law with regard to acceptance of an offer of a course, which must be in the form of a written agreement. This is the document that the student signs when they enroll with an education provider. A Letter of Offer once it is signed or accepted by an overseas student is the contract that outlines the terms and conditions of service and rights and responsibilities of both parties. Overseas students enrolled in a number of consecutive courses with the one provider do not need a separate letter of offer for each course.                    |

#### 4. POLICY PRINCIPLES

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

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

GCA monitors overseas students' course progress and attendance to ensure they can complete their course within the required duration. All records of course progress and monitoring will be kept.

#### 5. POLICY IMPLEMENTATION

##### MONITORING COURSE PROGRESS

5.1 GCA outlines and informs the overseas student before they commence the course of the requirements to achieve satisfactory course progress and attendance in each study period.



- 5.2 GCA advises students again at orientation about the student participation requirements to achieve satisfactory course progress and attendance in each study period.
- 5.3 GCA monitors the progress of each overseas student to ensure they are a position to complete the course within the expected duration specified on the overseas student's CoE.
- 5.4 GCA monitors course progress of each student within each compulsory study period [Term]. The Term in duration for all qualifications. Course progress monitoring will determine the need for a student to participate in an intervention strategy. GCA commits to an early intervention approach.
- 5.5 The point at which a student will be deemed at risk and be required to participate in an intervention strategy if:
- They have an overall result of Not Yet Satisfactory in 50% or more of the units that they are actively scheduled to complete during that period.
  - Does not attend 80% of their classes.
  - Does not attend/participate in 80% of their structured activities
- 5.6 Structured Activities are monitored Daily and weekly:
- 5.6.1 Email sent on previous day to remind the students in class.
- 5.6.2 Log in 8.30 am -9am (Clear Moodle reports)
- 5.6.3 Structured activity recorded as attended in a report in VETtrak called - STRUCTURED ACTIVITY MONITERING report at 10.30 am. This is clear in the student portal in VETtrak as they can see it. (REPORT 1 in Moodle and VETtrak)
- 5.6.4 Log out with submitting at 2.30 pm - 4.30pm. (REPORT 2 in Moodle)
- 5.6.5 A separate report on all students submitted and not submitted separate in SharePoint at 5.30. (REPORT 3 in SharePoint)
- 5.6.6 Students who logged in and out (8.30 am – 2.30 pm) if not submitted are given additional 24 hours to submit.
- 5.6.7 Where units extend over multiple weeks, extensions may be granted to complete all structured activities.
- 5.6.8 Where a student does not participate student should be emailed or contacted via phone.
- 5.6.9 After the second week a student does not participate in a term a formal email should be sent (for example the student did not complete in week 2 and then again in week 4).
- 5.6.10 The third week in a term (following on from above, missed week 2, 4 and now 6) that a student does not participate in structured activities they will



be required to come in for an intervention meeting (scheduled for the next day that the student is scheduled to attend class and the matter referred to management to determine if a formal warning is required.

**5.7** Course progress monitoring is achieved by reviewing data on the student management system and trainer feedback. GCA formally conducts course progress twice in each Term at week 7 and week 10 of each Term. The week 7 course progress is designed to capture students early who are at risk of an unsatisfactory course progress and help them so that they achieve satisfactory course progress by end of the Term.

- a) Satisfactory course progress is achieved where a student successfully completes at least 50 per cent of course requirements during that period.
- b) Unsatisfactory course progress is defined as not achieving competency in at least 50 per cent of the course requirements in that period.
- c) Course progress breach is defined as not demonstrating competency in more than 50 per cent of the units of competency in that period and/or NOT responding to intervention meeting invitations within five working days of the notification being sent.

**5.8** GCA's intervention strategy identifies and assists students who are at risk of not making satisfactory course progress. At a minimum, the intervention strategy is activated where the student has been deemed not yet competent in 50 percent or more of the units attempted in any period. GCA's week 7 course progress is designed to capture students early who are at risk of an unsatisfactory course progress and help them aim to achieve satisfactory course progress by end of the term before the end of a study period. For example, if a learner is scheduled to attempt four units of competency in a term and is deemed not yet competent for two units of competency, the intervention strategy will be activated.

**5.9** Where GCA has assessed the student as not achieving satisfactory course progress over a complete study period (10 academic weeks), it will notify the student in writing of its Intention to Report the student for not achieving satisfactory course progress. The written notice informs the student that they are able to access the provider's complaints and appeals process, and that the student has 20 working days in which to do so.

## **SATISFACTORY COURSE PROGRESS**

**5.10** Where a student has been deemed competent (VET) or has satisfactorily completed (ELICOS) 50% of the units (VET), modules (ELICOS), the student is identified as meeting OSV conditions and GCA policy.

## **UNSATISFACTORY COURSE PROGRESS – AT RISK OVER ONE (1) COMPULSORY STUDY PERIOD**

GCA has a documented intervention strategy, which is made available to staff and students via the website. The intervention strategy is activated where a VET student has been deemed not yet competent in 50% or more of the unit of competency attempted or an ELICOS student has been not satisfactorily completed 50% or more of modules attempted in any period. GCA may intervene at any point before the end of a study period (refer attendance below).



**5.10** In this situation, if a VET/ELICOS student is identified at risk of not meeting OSV conditions relating to course progress requirements, GCA will communicate with the student requesting a meeting to implement an intervention strategy to ensure that OSV conditions are met. Communication will be via the following method:

**5.11** Email letter – ‘At risk’ to meet course progress in the compulsory study period. This letter includes an overview of the student’s situation and actions to be undertaken by the student to achieve and maintain satisfactory course progress. This letter will outline the support services made available by GCA for the learner to support them to achieve course progress. This letter will also outline the consequences should the student choose to not undertake the actions as required within five working days from the date the notification was sent. Students also receive a text message.

## **6. MONITORING ATTENDANCE (VET)**

**6.1** As per the requirements of the National Code, GCA comply with the VET Quality Framework which specifies that full-time VET courses deliver a minimum of 20 course contact hours per week.

**6.2** Attendance is recorded twice daily during the morning and afternoon sessions.

**6.3** Attendance percentages are checked weekly by the attendance officer. Refer 6.7 for calculation method.

**6.4** GCA is not required by the ESOS agency to monitor overseas VET student attendance as a condition of registration; however, GCA has chosen to record and monitor student attendance as part of their standard educational practice. [Standard 8.10- Standard 8.12]

**6.5** GCA’s intervention strategy identifies and assists students who are at risk of not making satisfactory attendance. GCA considers that the student is at risk if the student does not attend the classes to maintain 80 per cent attendance as outlined in Standard 8 Overseas Student Visa requirements [OSV] and/or does not respond to GCA’s attempts to assist the student in achieving satisfactory attendance. It is at this point, that the learner is provided with written warning, encouraged to attend classes and meet with student support staff.

**6.6** If an overseas student is not attending scheduled classes, in the first instance, they are reminded:

**6.6.1** That enrolment in a full-time registered course, which is a course with a minimum of 20 scheduled course contact hours, is a visa condition for overseas VET students;

**6.6.2** Of their scheduled timetabled class times;

**6.6.3** Access to Student Support Services;

**6.6.4** To meet with the Trainer and Assessor to consider an intervention strategy.

**6.7** How attendance is calculated:

Attendance is calculated as a percentage of the full study period, assuming that weeks not yet undertaken will occur at 100%. An example is provided below:





Gurgandeeep Singh is scheduled to attend ten (10) academic weeks in the term. Attendance is reviewing attendance in week four (4), Gurgandeeep has been scheduled to attend eight (8) days so far, however, has only attend six (6). Attendance will assume that the remainder of term will have full attendance, therefore his current attendance percentage is calculated as follows:

X= Days of term undertaken to date, Y= Days of term attended to date

$$\text{Attendance \%} = (20 - (X - Y)) / 20$$

In this example, attendance percentage is  $(20 - (8 - 6)) / 20$ , therefore attendance percentage is 90%

- 6.8 In the event that a learners attendance drops below 70%, GCA will initiate a Course Progress check, regardless of what week of term. This means that learners may be subject to a course progress check as early as week 4 and GCA has ample opportunity to work with the learner to support their progression.
- 6.9 In the above instances relating to VET students, GCA will:
- 6.9.1 Keep records of all contact and counselling made with overseas students with the aim to find out why they have been absent and to see what support may be able to be offered to the overseas student. For example, the overseas student's absence may not be due to medical reasons but rather to homesickness or social issues – matters which may be addressed through student support services;
  - 6.9.2 Arrange a meeting to meet with their Trainer and Assessor to devise and implement an intervention strategy to assist them to attend and meet course progress in sufficient time with the aim for the student to achieve satisfactory course progress;
  - 6.9.3 Remind students of the integral link between attendance and course progress– that is, any student identified 'at risk' of attendance is automatically assessed.

## MONITORING ATTENDANCE (ELICOS)

- 6.10 As per the requirements of the National Code, GCA comply with the ELICOS Framework which specifies that full-time ELICOS courses attend a minimum of 20 face to face course contact hours per week.
- 6.11 Attendance is recorded twice daily during the morning and afternoon sessions.
- 6.12 Attendance percentages are checked weekly by the attendance officer. Refer 6.13 for calculation method.
- 6.13 How attendance is calculated:

Attendance is calculated as a percentage of the full study period, assuming that weeks not yet undertaken will occur at 100%. An example is provided below:

Gurgandeeep Singh is scheduled to attend ten (10) academic weeks in the term. Attendance is reviewing attendance in week four (4), Gurgandeeep has been scheduled to attend 80 hours so far, however, has only attend 60 hours. Attendance will assume that the remainder of term will have full attendance, therefore his current attendance percentage is calculated as follows:

X= Hours of term undertaken to date, Y= Hours of term attended to date



Attendance % =  $(200 - (X - Y)) / 200$

In this example, attendance percentage is  $(200 - (80 - 60)) / 200$ , therefore attendance percentage is 90%

**6.14** GCA is required by the ESOS agency to monitor overseas ELICOS student attendance as a condition of registration in line with ELICOS Standard P1.1 and monitors attendance in accordance with Standard 8 OSV.

**6.15** If an ELICOS student is not attending scheduled classes, in the first instance, they are reminded:

**6.15.1** That enrolment in a full-time registered course, which is a course with a minimum of 20 scheduled course contact hours, is a visa condition for overseas ELICOS students;

**6.15.2** Of their scheduled timetabled class times;

**6.15.3** Access to Student Support Services;

**6.15.4** To meet with the Trainer and Assessor to devise an intervention strategy.

**6.16** An ELICOS student will be deemed 'At risk' for unsatisfactory attendance if they are absent from class for more than five [5] consecutive days without approval or who are at risk of not meeting attendance requirements before attendance drops below 80 per cent. A review will be conducted and Intent to Report may be issued if attendance is below 80 percent or a warning will be issued if between 80-85%.

**6.17** Where attendance drops below 80%, an Intent to Report will be issued.

**6.18** In the above instances relating to VET/ELICOS students, GCA will:

**6.18.1** Keep records of all contact and counselling made with overseas students with the aim to find out why they have been absent and to see what support may be able to be offered to the overseas student. For example, the overseas student's absence may not be due to medical reasons but rather to homesickness or social issues – matters which may be addressed through student support services;

**6.18.2** Arrange a meeting to meet with their Trainer and Assessor to devise and implement an intervention strategy to assist them to attend and meet course progress in sufficient time with the aim for the student to achieve satisfactory course progress;

**6.18.3** Remind students of the integral link between attendance and course progress– that is, any student identified 'at risk' of attendance is automatically assessed.

## LINK BETWEEN MONITORING COURSE PROGRESS AND ATTENDANCE

**7.1** GCA acknowledge the integral link between course progress and attendance. As such, a student identified as 'at risk' of attendance is automatically assessed as 'at risk' of course progress and this is why attendance issues will trigger course progression reviews.

**7.2**



| GCA student progress monitoring with UoC completion |   | Study progress | Action  |
|---|---|----------------|---|
| Week 7 (Stage 1)                                    | Risk student who's  | ≥ 50%          | <ul style="list-style-type: none"> <li>• First Warning letter</li> <li>• Intervention meeting required</li> <li>• Study plan required</li> <li>• Monitoring risk student on week 7, 8, 9 and 10 closely; the second warning letter send to the student who has unauthorised leaves within study plan.</li> </ul>  |
| Week 10 (Stage 2)                                   | Risk student and Stage 1 Risk student without improvement who's | ≥ 50%          | <ul style="list-style-type: none"> <li>• First Warning letter</li> <li>• Intervention meeting required</li> <li>• Study plan required, monitoring risk student attendance daily; the second warning letter send to the student who has unauthorised leaves within study plan.</li> <li>• Notification of invention cancellation, if any stage 1 risk student without improvement; and/or the student who received the second warning letter and no response.</li> </ul> |

7.2 GCA takes a holistic approach to managing student progression, participation and attendance in order to maximise the chances of course completion as well as supporting students to adhere to their visa requirements. The chart below, supports how these elements integrate to support the student.

|             | UoC Progression   | Attendance and participation in Structured Activities   | Attendance to Class on Campus   |
|-------------|---|---|---|
| What is it? | Student completes their theory and practical assessments and is marked as satisfactory for the assessments and then competent in their units in line with their timetable | <ul style="list-style-type: none"> <li>• Student logs in to the Moodle system and completes and submits their structured activities on a weekly basis.</li> <li>• Classroom available as per timetable of attending college for free WI-FI and amenities</li> </ul> | Student attends face to face for two full days in line with their timetable, arriving and leaving on time |



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|                           |   |  |   |
|---------------------------|---|--|---|
|                           |   | to log into Structured Study Session <ul style="list-style-type: none"> <li>Trainer support provided both ways.</li> </ul>   |   |
| What is the benchmark?    | 50% of units at each course progression check   | 80% of all structured activities attendance and participation and completion.  | 80% attendance to all classes   |
| Process Highlight         | Trainers ensure assessments are submitted on time<br>Assessments are marked<br>Results go to admin<br>Admin checks course progression twice each term | Students' login to Moodle each week<br>Complete structured activities<br>Submit via the portal<br>Trainer checks to ensure attendance, participate and submission<br>Admin runs Daily and weekly reports   | Student is provided with timetable<br>Must attend each day<br>Attendance is recorded twice a day<br>Admin runs various reports to monitor and track attendance percentage as per policy           |
| How is evidence captured? | Assessment tools are completed and signed off by trainer/assessor<br>Results are recorded in SMS by admin   | <ul style="list-style-type: none"> <li>Moodle logs in and Log out Reports for Administrator review</li> <li>VETtrak portal records participation once daily</li> <li>Moodle submission Reports kept.</li> </ul> <b>(5 scheduled contact hours)</b> | <ul style="list-style-type: none"> <li>Vettrak portal records attendance twice daily</li> <li>Students sign paper-based forms with their signature</li> </ul> <b>(15 scheduled contact hours)</b> |
| Monitoring Highlights     | Twice a term<br>Course Progression occurs in week 7 and 10  | Daily<br>Structured activities are monitored daily and weekly.<br>Actions occurred when attendance and participation drop below 80%  | Daily<br>Attendance in monitored daily and weekly<br>Actions occurred when attendance drops below 80%   |
| Reporting Triggered       | Intent to Report triggered at less than 50% in week 10  | Intent to Report is triggered when attendance and participation drops below 70%  | Intent to Report is triggered when attendance drops below 70%   |



## 8. INTERVENTION PROCESS

Students who are identified as 'at risk' of not meeting course progress and/or attendance requirements are required to participate in an intervention strategy.

The intervention strategy will be developed to meet the student's needs and documented in an Intervention Strategy Form.

Students who are identified as being 'at risk' will be informed in writing that they are 'at risk'. This will be in the form of two formal warning letters and an intention of notice to report as follows:

- 8.1 First warning letter: after failing 50 percent or more of attempted units of competency within a study period, and/or not meeting a minimum of 80 percent attendance requirements.
- 8.2 Second warning letter: after failing 50 percent or more of attempted units of competency within a study period, and/or not meeting a minimum of 80 percent attendance requirements despite an intervention strategy.
- 8.3 Notice of intention to report after failing 50 percent or more of attempted units of competency within a study period, and/or not meeting a minimum of 80 percent attendance requirements and failed to comply with GCA intervention strategy and study plan.

### Exceptions

An exception may be made where a student is attending at least 70% per cent of the course contact hours and is maintaining satisfactory course progress for VET students ONLY and where compelling and compassionate circumstances are present.

## 9. EXTENSION TO AN EXPECTED COURSE DURATION

Extensions to the course duration specified on the CoE will be allowed if:

- a) Compassionate or compelling circumstances apply and demonstrable evidence of such is provided;
- b) Where an intervention strategy is in place (or is about to be implemented) for the student because they are at risk of not meeting course progress or attendance requirements;
- c) 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).

## 10. REPORTING UNSATISFACTORY COURSE PROGRESS AND UNSATISFACTORY COURSE ATTENDANCE

10.1 If the student does not respond or provide evidence of meeting the requirements listed in the email *Letter – 'At risk' to meet course progress in the compulsory study period* within the stipulated five working days, GCA will immediately issue the student a written notice of intention to cancel. [Standard 8.13, 13.1, 13.2]

10.2 This written notice advises the overseas student of their right to access GCA's Complaints and Appeals process within 20 working days. [Standard 8.13.3]

10.2.1 If a complaint and appeals process is initiated please note in definitions GCA Australia's conditions regarding 'Support Person'.



**10.3** GCA will maintain the overseas students' enrolment and only report the unsatisfactory course progress or unsatisfactory course attendance to the Department of Education through PRISMS in accordance with section 19(2) of the ESOS Act and [Standard 8.14]

**10.3.1** The internal and external complaints processes have been completed and the decision or recommendation supports GCA; [Standard 8.14.1] or

**10.3.2** The overseas student has:

**10.3.2.1** Chosen not to access the internal complaints and appeals process within the 20 working days period; [Standard 8.14.2]

**10.3.2.2** Chosen not to access the external complaints and appeals process; [Standard 8.14.3] or

**10.3.2.3** Chosen to withdraw from the internal or external appeals process by notifying GCA in writing. [Standard 8.14.4]

**10.4** If a student fails to make satisfactory course progress (including by non-participation in the training outlined in the training and assessment strategy and timetables and intervention strategies) GCA will implement a process for reporting unsatisfactory course progress to the Department of Education through PRISMS:

**10.4.1** GCA will notify the student in writing of the intention to report them;

**10.4.2** The reasons why they are being reported;

**10.4.3** Advise the student how they can access the GCA complaints and appeals process and that they have 20 working days in which to do so.

## **11. EXTENSION TO AN EXPECTED COURSE DURATION**

GCA will not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, with the exception of the circumstances as outlined above in Point 9.

## **12. PROCEDURES**

### **ASSESS COURSE PROGRESS AND ATTENDANCE**

**12.1** Student support to review data from student management system on a weekly basis to determine if students are at risk of not meeting course progress requirements as per the definitions in the policy.

**12.2** Attendance officer to record student attendance daily using an Attendance Sheet. The results are entered into the Student Management System. An attendance rate is calculated each week. Refer to above for method of calculation.

**12.3** Contact student via email if the student has been absent for more than five consecutive days without approval, or they will not be able to achieve 80 per cent attendance. This should be repeated until the student responds. Inform the student that their immediate attendance is required, and they will receive a first warning letter as specified below.

**12.4** At the end of each unit, the trainer delivering that unit will provide a detailed results sheet to



the Student Support Officer within five (5) business days.

- 12.5 Each student's course progress will be monitored from the start of his/her course. If a student fails to achieve at least 50 per cent of the course progress of the term to date at week 7 and week 10 of the Term.
- 12.6 Course progress monitoring at week 7 is an early tracking to ensure that students are warned of unsatisfactory course progress early and may not be able to complete the units by the end of the Term.

## PROVIDE FIRST WARNING AND COMMENCE INTERVENTION STRATEGY

- 12.7 The Student Support Officer will run an Excel-generated report to identify all students at risk based on the successful completion of less than 50 per cent of the course requirements of the Term to date at week 7 and week 10 of the Term.
- 12.8 Student support to send the student a First Warning Letter of Unsatisfactory Course Progress/Attendance. Any student failing to achieve competency in at least 50 per cent of the attempted Units of Competency at week 7 and week 10 of the Term, will receive a first warning letter whereby an early intervention process will be initiated by GCA.
- 12.9 This will be included in the student's file and VETTrak.
- 12.10 Student support organises a meeting with the student. The course progress officer and training manager attend the meeting with the student.
- 12.11 After meeting with the student, document agreed interventions on the Intervention Form and implement as outlined. Include the Intervention Form in the student's file. Intervention progress will be reviewed every 20 working days from the date of initiation of the plan.
- 12.13 The course progress officer, in consultation with the student, adjusts the intervention through regular communication and documents progress on the Intervention Form
- 12.14 Sign off on the Intervention Form when the intervention is complete, and the student is meeting course progress/attendance requirements.

## PROVIDE SECOND WARNING (REVIEW at 20 working days)

- 12.15 Where the student is still not meeting course progress/attendance requirements, send the student a Second Warning Letter of Unsatisfactory Course Progress/Attendance.
- 12.16 Use the Intervention Form to guide the meeting with the student.
- 12.17 Advise the student that despite the interventions agreed to, they have still not been making progress. Identify their reasons for such and document these in the progress report section of the Intervention Form.
- 12.18 Document any agreed upon adjusted interventions on the Intervention Form and implement immediately.
- 12.19 Monitor progress through regular communication and document progress on the Intervention Form.



12.20 Sign off on the Intervention Form when the intervention is complete, and the student is meeting course progress/attendance requirements.

### ADVISE OF NOTICE OF INTENTION TO CANCEL STUDENT ENROLMENT (40 workings days from initial intervention)

12.21 Where the student is still not meeting course progress/attendance requirements, send the student a Notice of Intention to Report for Unsatisfactory Course Progress/Attendance.

12.22 If the student does not appeal against the decision to report them or if their appeal is unsuccessful, report the student via PRISMS for breach of course progress requirements.

12.23 Complete all actions associated with cancellation, such as removal of the student's email account, access to GCA property, and so on.

12.24 If a student has failed to achieve satisfactory course progress, the student will be issued with an Notification of Intention to Cancellation letter (NOIC) stating that the student has failed to achieve satisfactory course progress, and, therefore, is in breach of course progress requirements.

12.25 An NOIC will also be issued if a student fails to respond to the second warning letter within five days of receiving the letter. The student will be reported to the Department of Home Affairs (DHA) for breaching the student visa condition on the failure of an appeal.

12.26 The NOIC will inform the student that the student is able to access GCA's Complaints and Appeals process and that the student has 20 working days from the receipt of the NOIC in which to do so.

12.27 If a student fails to appeal the decision within the 20-working day period, the Student Support Officer will report the student to DoHA via PRISMS by cancelling the student's enrolment on the basis of unsatisfactory course progress.

12.28 If a student appeals the decision, the appeals process will be followed in accordance with the Complaints and Appeals Policy and Procedure.

All records will be kept on the student's file, including warning letters and the notice of intention to report.

### 13. INTERVENTION STRATEGIES

Intervention strategies are formed on a case-by-case basis and will be initiated by a meeting with the student to identify the cause that is placing the student at risk. Within this meeting, strategies to assist the student in completing the course within the expected duration shall be discussed and implemented as required. The meeting and outcomes are to be agreed on and documented by both the student and GCA staff.

Intervention strategies that may be adopted to assist students in completing the course within the expected duration may include, but are not limited to:

13.1 Extra tuition and support to be organised.

13.2 Timetable adjustments.





13.3 Personal strategies to improve the student's ability to complete the course requirements.

13.4 Review of assessment strategies.

13.5 Requesting students to resubmit assessments.

13.6 Providing one-on-one assistance and counselling to help students complete their course satisfactorily.

13.7 Allowing students to defer their course on reasonable and justifiable grounds.

13.8 At GCA, the Student Support Officer will consider (and implement if applicable) the following intervention strategies:

13.8.1 Identify any problems that are impeding the student's course progress and put measures in place to resolve these problems;

13.8.2 Arrange with the student for additional work to be undertaken, within an agreed time frame;

13.8.3 The completion of all outstanding assessments, according to an agreed timeframe;

13.8.4 Assess whether the course is still suitable for the student;

13.8.5 Assess whether the reassessing of any assessment tasks is appropriate.

13.9 An intervention strategy will be developed with an agreed individual support plan signed by the student.

13.10 During the meeting, the student will be advised that unsatisfactory course progress may lead to the student being reported to DoHA, and the cancellation of the student's visa, subject to the outcome of any appeals process.

Any student who fails to attend the meeting will be contacted to arrange another meeting as soon as possible. GCA will keep copies of these documents in the student's file, together with a record of any decisions that are made.

Any variations to the CoE are retained within the student's file. All communication and any strategies arranged will be documented. An approved deferment of student enrolment should be in accordance with Standard 9 of the National Code 2018.

## 14. COMPLETION WITHIN EXPECTED DURATION OF STUDY

At GCA, the course progress procedure requires that at the end of each Term, the results of each student are checked to determine the course progress status for that Term.

14.1 GCA will extend the duration of the student's study only where the student will not complete the course within the expected course duration AND where the exceptional circumstances outlined above are evidenced.

14.2 GCA will implement the intervention strategy (see above) for students who are at risk of not meeting satisfactory course progress to support students completing their course within their expected course duration.



# GLOBAL COLLEGE AUSTRALASIA

RTO No. 45088 CRICOS CODE: 03564F

**Moore St Campus**  
21 Moore Street, East Perth, WA 6004  
**Wellington St Campus**  
176 Wellington Street, East Perth, WA 6004  
**General Enquiry:** 1300 886 340  
**Marketing & Enrolment:** 0448 465 445  
**E-mail:** [admissions@globalcollege.edu.au](mailto:admissions@globalcollege.edu.au)  
**Website:** [www.globalcollege.edu.au](http://www.globalcollege.edu.au)

14.3 In the exceptional circumstances GCA will report the student enrolment change through PRISMS when there are changes to the original course duration.

14.4 Records of variation must be maintained in the student's file.

14.5 The expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

14.6 All GCA students are required to complete their studies within the time frame indicated on their CoE and student visa. GCA shall attempt all possible measures to ensure that all students are given the opportunity to complete their studies within this time frame. A copy of the CoE will be kept in each student's file and variations to the CoE will also be retained within the student's file, and the same information is stored in the student management system.

## 15. RESPONSIBILITY

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

## 16. ASSOCIATED DOCUMENTS

- Complaints and Appeals Policy
- Deferral, Suspension, Cancellation and Withdrawal Policy
- Pre-enrolment information.
- Student Handbook.
- Website.
- Letter of Offer
- Orientation documents.

## 17. ASSOCIATED FORMS AND TEMPLATES

- Course Intervention Form.

## 18. RELATED STANDARDS

- Standards for RTOs 2015.
- National Code 2018.
- ESOS Act 2000 Standard 8.
- Standard 8: Overseas Student Visa Requirements - Department of Education.
- Australian Government Department of Home Affairs.

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

## 19. QUALITY ASSURANCE

The Students Services Coordinator conducts an annual review of all marketing materials and reports any issues to the Managing director for resolution.



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## 20. 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 within 12 months from its version date or sooner if there are any

### Version Control

| Version | Created by:                   | Date       | Reason for Update   | Reviewed by    | Implementation Date<br>Note: Must be after circulation to all stakeholders. |
|---------|-------------------------------|------------|---|----------------|---|
| 1.0     | James Rayne                   | 10/01/2022 | New Format  | Bindu Smith    | 24/01/2022  |
| 2.0     | Crystal Huang                 | 09/01/2023 | Review Point  | Brodie Smith   | 06/02/2023  |
| 3.0     | Crystal Huang                 | 05/05/2024 | Procedure reviewed with monitoring twice a term   | Dr Bindu Smith | 06/05/2024  |
| 4.0     | Crystal Huang                 | 07/06/2024 | Stages added in chart for clarity   | Dr Bindu Smith | 15/06/2024  |
| 5.0     | Bindu Smith<br>Lauren Hollows | 22/06/2024 | Clarified method for attendance calculation for VET and ELICOS                            | Dr Bindu Smith | 23/06/2024  |
| 5.1     | Crystal Huang                 | 15/07/2024 | Clarified methods for monitoring in structured activities and 20 schedules contact hours. | Dr Bindu Smith | 15/07/2024  |





## INTERVENTION STRATEGY FORM

This form is designated for students who are on Conditional Academic Standing. It must be completed as part of the Academic Intervention Strategy, which is outlined in the Course Progress and Intervention Strategy Policy.

|  |   |   |                                  |
|--|---|---|----------------------------------|
| <b>Student ID:</b>   |   |   |                                  |
| <b>Student's Name:</b>   | <b>Full</b>                                   |   |                                  |
| <b>Course Name:</b>  |   |   |                                  |
| <b>Course Start Date:</b>  |   |   |                                  |
| <b>SECTION 1: INTERVENTION STRATEGY (Outline the reasons for the Intervention)</b>   |   |   |                                  |
| <input type="checkbox"/> Attendance  | <input type="checkbox"/> Course Progress      | <input type="checkbox"/> Incomplete Qualification |                                  |
| <input type="checkbox"/> Qualifications  | <input type="checkbox"/> Qualification Change | <input type="checkbox"/> Extended Absenteeism     | <input type="checkbox"/> Medical |
| <b>Other Reasons:</b>  |   |   |                                  |
| <b>SECTION 2: INTERVENTION STRATEGY PLAN AND CONSULTATION</b>  |   |   |                                  |
| <p>This section of the Intervention Strategy Form is designed to help you, the student, successfully complete your studies through a structured pathway.</p> <p>In consultation with you, we will discuss and agree upon a strategy that supports the successful completion of your studies.</p> |   |   |                                  |
| What are the areas of concern that may have impacted your studies?   |   |   |                                  |
| 1.   |   |   |                                  |
| 2.   |   |   |                                  |
| 3.   |   |   |                                  |
| Do you believe the strategies we discussed will assist you in improving your academic standing, performance, and study habits? Briefly state reasons for your response.  |   |   |                                  |
|  |   |   |                                  |



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Do you think the strategies we discussed will help you enhance your academic standing, performance, and study habits? Briefly state reasons for your response.

Do you think these strategies will affect your current course load? Briefly state reasons for your response.

Please provide any comments and recommendations you have regarding the completion of your qualification.



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| SECTION 3: INTERVENTION STRATEGY COURSE OUTLINE |                |                     |                   |                  |                           |                        |                                   |                         |
|---|----------------|---------------------|-------------------|------------------|---------------------------|------------------------|-----------------------------------|-------------------------|
| No  | Unit Code/Name | Proposed Start Date | Proposed End Date | Assigned Trainer | Proposed Assessment Dates | Re-enrol in UOC YES NO | Resubmit or Catch-up Session Date | Total Fee (if required) |
| 1   |                |                     |                   |                  |                           |                        |                                   |                         |
| 2   |                |                     |                   |                  |                           |                        |                                   |                         |
| 3   |                |                     |                   |                  |                           |                        |                                   |                         |
| 4   |                |                     |                   |                  |                           |                        |                                   |                         |
| 5   |                |                     |                   |                  |                           |                        |                                   |                         |
| 6   |                |                     |                   |                  |                           |                        |                                   |                         |
| 7   |                |                     |                   |                  |                           |                        |                                   |                         |
| 8   |                |                     |                   |                  |                           |                        |                                   |                         |
| 9   |                |                     |                   |                  |                           |                        |                                   |                         |
| 10  |                |                     |                   |                  |                           |                        |                                   |                         |
| 11  |                |                     |                   |                  |                           |                        |                                   |                         |
| 12  |                |                     |                   |                  |                           |                        |                                   |                         |
| 13  |                |                     |                   |                  |                           |                        |                                   |                         |
| 14  |                |                     |                   |                  |                           |                        |                                   |                         |
| 15  |                |                     |                   |                  |                           |                        |                                   |                         |
| 16  |                |                     |                   |                  |                           |                        |                                   |                         |
| 17  |                |                     |                   |                  |                           |                        |                                   |                         |
| 18  |                |                     |                   |                  |                           |                        |                                   |                         |
| 19  |                |                     |                   |                  |                           |                        |                                   |                         |
| 20  |                |                     |                   |                  |                           |                        |                                   |                         |
| 21  |                |                     |                   |                  |                           |                        |                                   |                         |
| 22  |                |                     |                   |                  |                           |                        |                                   |                         |
| 23  |                |                     |                   |                  |                           |                        |                                   |                         |
| 24  |                |                     |                   |                  |                           |                        |                                   |                         |
| 25  |                |                     |                   |                  |                           |                        |                                   |                         |
| 26  |                |                     |                   |                  |                           |                        |                                   |                         |





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| SECTION 3: INTERVENTION STRATEGY COURSE OUTLINE |                |                     |                   |                  |                           |                        |                                   |                         |
|---|----------------|---------------------|-------------------|------------------|---------------------------|------------------------|-----------------------------------|-------------------------|
| No  | Unit Code/Name | Proposed Start Date | Proposed End Date | Assigned Trainer | Proposed Assessment Dates | Re-enrol in UOC YES NO | Resubmit or Catch-up Session Date | Total Fee (if required) |
| 27  |                |                     |                   |                  |                           |                        |                                   |                         |
| 28  |                |                     |                   |                  |                           |                        |                                   |                         |
| 29  |                |                     |                   |                  |                           |                        |                                   |                         |
| 30  |                |                     |                   |                  |                           |                        |                                   |                         |
| 31  |                |                     |                   |                  |                           |                        |                                   |                         |
| 32  |                |                     |                   |                  |                           |                        |                                   |                         |
| 33  |                |                     |                   |                  |                           |                        |                                   |                         |
|   |                |                     |                   |                  |                           |                        | <b>TOTAL FEES</b>                 |                         |

**Additional Notes (as applicable):**





**SECTION 4: ANY OTHER COMMENTS, IF APPLICABLE**

Empty text box for additional comments.

**SECTION 5: REVIEW OF INTERVENTION STRATEGY**

Intervention strategies must be reviewed to assess students’ progress.

**Date of Review:**

Comment on continuing intervention, including any new strategy:

Empty text box for comment on continuing intervention.

**Date of Review:**

Comment on continuing intervention including any new strategy:

Empty text box for comment on continuing intervention.

**SECTION 6: STUDENT DECLARATION**

**Agreement on Intervention Strategies**

**1. Acceptance of Intervention Strategies:**

- I, [ Insert Student Name ], agree to undertake the intervention strategies as outlined above and am reminded of my obligations to achieve satisfactory course progress as set out in the Course Progress and Intervention Strategy Policy for Overseas students.

**2. Understanding of Study Plan Changes:**

- I understand that the new study plan may alter my workload for the periods outlined and that there may be an increased workload in the future.

**3. Awareness of Support Services:**

- I am aware of the services and options available to assist me in completing my course within the designated time frame.

**4. Procedure if Agreement is Not Reached:**

- If GCA and I fail to reach agreement in the intervention strategy consultation process, I have 20 days to access the Complaints and Appeals process.

**5. Consequence of Not Accessing Complaints and Appeals Process:**

- I acknowledge that if I choose not to access the Complaints and Appeals process, GCA is required to report me to the Department of Home Affairs (DoHA) at the first available opportunity.

**6. Commitment to Attend New Study Sessions:**

- Should I agree with the intervention strategy, I also commit to attending all new study sessions as outlined in the intervention strategy.





**7. Implications of Extended Course Duration:**

- I understand that this intervention strategy may result in a new Confirmation of Enrolment (CoE) and, in some circumstances, this may be subject to an additional fee if my course duration is extended due to the new study plan.

**8. Agreement to Fees:**

- I agree to any listed fees and charges on this form, and I am required to pay these fees prior to commencement.

**GCA acknowledges that by signing this agreement, we are committed to the strategies agreed upon and recognise that no changes to these strategies can be made without first consulting with the student.**

|                           |  |
|---------------------------|--|
| <b>Student Signature:</b> |  |
| <b>Date:</b>              |  |

| OFFICE USE ONLY                         |                              |                             |
|---|------------------------------|-----------------------------|
| Proposed meeting dates:                 | Date:                        | Time:                       |
| Follow-up meeting date:                 | Date:                        | Time:                       |
| Student accepted:                       | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Filed:                                  | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Entered into Vettrack                   | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Student refused to sign above:          | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Signed by Student Services Coordinator: |                              |                             |
| Name:                                   |                              |                             |
| Signature:                              |                              |                             |
| Date:                                   |                              |                             |
| Signed by Managing director:            |                              |                             |
| Name:                                   |                              |                             |
| Signature:                              |                              |                             |
| Date:                                   |                              |                             |

