

All sections of this agreement must be completed

Student's name:

Course name:

International student number:

Date (DD/MM/YYYY):

Section A – Action plan to support student

Note

Action plan should include summary of student's status with regard to failed units and the actions proposed to support student to prevent future failure. This could include tutorial support, counseling, attendance and employment issues.

I agree that I have been given appropriate advice about my course progress, and agree to follow the actions indicated in this Agreement.

The actions in this Agreement have been discussed and agreed with the Head Teacher.

International Customer Experience Coordinator name:

International Customer Experience Coordinator's signature:

Date (DD/MM/YYYY):

A copy of this Agreement has been given to the student, the Head teacher and put on student record in MFCM/TRIM.

Student signature

Parent/Guardian signature (If student is under 18 years old)

Date (DD/MM/YYYY)

Date (DD/MM/YYYY)

Section B – Review of intervention strategy

Intervention strategies must be reviewed regularly. At least one review is recommended and should occur 4 weeks after the initial consultation.

Date of review (DD/MM/YYYY):

Comment on student progress following intervention

Comment on continuing intervention including any new strategy

Please upload this agreement after each consultation on MFCM/TRIM.

Section C – Course progress requirements

The National Code requires TAFE NSW to implement and document an intervention strategy when (i) an international student's expected completion date is at risk of being extended (National Code, Standard 8) and/or (ii) when a student does not make satisfactory progress, i.e. passes less than 50% of units in any semester. The Learning Agreement is the document that records the intervention strategy. The actions agreed to must be followed up as required by the student and TAFE NSW staff.

Registered providers must systematically monitor students' course progress. Registered providers must be proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. Registered providers must report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

Requirements:

- Providers must monitor, record and assess the course progress of students for the end of each semester
- Providers must implement and provide course progress policies and procedures to staff and students that specify:
 - requirements for achieving satisfactory progress
 - an intervention strategy for any student at risk of failing to meet course requirements
- Written notice must be provided to the student advising of intention to report progress
- Students have 20 working days to lodge complaints and appeals process according to Standard 8

International Customer Experience Coordinator's signature:

Date (DD/MM/YYYY):

Student signature

Parent/Guardian signature (If student is under 18 years old)

Date (DD/MM/YYYY)

Date (DD/MM/YYYY)

Please email the completed form to your International Customer Experience Coordinator.