

International Student Monitoring Course Progress Policy and Procedure HEPP59

PURPOSE

This policy defines the rules for meeting course completion requirements and the grounds for exclusion for lack of progress. Southern Cross Education Institute (Higher Education) requires that the academic progress of each international student is monitored so that students who are determined to be at academic risk can be provided with advice and support to ensure successful course completion and graduation. This policy ensures equitable access to support services and transparent communication of progress requirements to all students.

SCOPE

This policy and procedure applies to all international students and staff of Southern Cross Education Institute (Higher Education).

DEFINITIONS

CoE	Confirmation of Enrolment
Compulsory study period	One in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under Standard 9. A compulsory study period does not include periods in which the student can elect to undertake additional studies.
Course progress	The measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill-based competencies.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students is the register prescribed under section 14A of the ESOS Act.
DHA	Department of Home Affairs
Extenuating circumstances	Circumstances that are generally beyond one's control and that have an impact upon a student's progress or wellbeing such as serious illness or injury; bereavement of close family members such as parents or grandparents; or a traumatic experience that has impacted the student.
Full-time study load	One hundred (100) credit points per year with no more than 25% of a course in external mode
National Code	National Code of Practice for Providers of Education and Training to Overseas Students 2018
PRISMS	Provider Registration and International Student Management System is the system used to process information given to the Secretary of DET by registered providers.
SCEI-HE	Southern Cross Education Institute (Higher Education)
Student	An overseas student

POLICY

1. SCEI-HE will monitor the progress of each student and take appropriate steps to maximise the opportunity for each student to graduate.
2. Students must meet the requirements of a course and complete the course within the duration specified in the Confirmation of Enrolment.
3. SCEI-HE will ensure all international students will not exceed the allowable portion of online or distance learning as specified in Standard 8.2 of the *National Code*.
4. SCEI-HE will provide clear information about course progress requirements and support services during student orientation and via accessible channels (e.g., student portal, handbooks) throughout their studies.

PROCEDURE

1. Monitoring Course Progression

- 1.1 International students are expected to complete their course in the requisite number of semesters for a student undertaking a full-time load (the approved course duration).
- 1.2 The Course Coordinator will monitor the progress of international students at the end of each semester and may conduct mid-semester reviews for early identification of at-risk students to determine if satisfactory progress is being achieved.
- 1.3 International students are required to pass at least 50% of the units undertaken each semester, in order to progress satisfactorily and maintain a full time study load.
- 1.4 International students who fail 50% or more units in a semester will result in a review of academic performance. In cases where a student is enrolled in fewer than two units, course progress will be assessed based on academic performance relative to their approved study load.
- 1.5 International students who fail 50% or more units in 2 consecutive semesters are at risk of failing to meet course progression requirements which is a breach of visa conditions.

2. Unsatisfactory Course Progress

- 2.1 Where the Course Coordinator has assessed an international student as not achieving satisfactory course progress, the student will be provided a warning letter and required to meet with the Student Welfare Officer to discuss the reasons for unsatisfactory progress and to document strategies to meet expected academic standards. The Course Coordinator, in consultation with the Academic Director, will issue the warning letter.
- 2.2 The international student may receive up to 2 warning letters before being notified in writing of the intention to report to the Department of Home Affairs through PRISMS. The written notice will advise the student that they are able to appeal the decision under the provisions of this policy and that the student has 20 working days in which to do so. The Student administrative team in consultation with the Academic Director will issue the formal notice of intent to report to the Department of Home Affairs via PRISMS.
- 2.3 If the student chooses not to appeal or the student's appeal is unsuccessful, SCEI-HE will notify the Department of Home Affairs through PRISMS as soon as possible. An international student will not be reported until all grievance and appeals processes have been exhausted.
- 2.4 Appeals must be lodged through the formal appeals process outlined in HEFOR09 via by written submission of the form to the student support team.

3. International Students – Intervention Strategy

- 3.1 The Intervention Strategy is implemented when a student is identified as being "At risk of not making satisfactory course progress" or making "Unsatisfactory course progress for the study period" and activated within the first 4 weeks of the following study period or earlier if risk is identified mid-semester.
- 3.2 Once SCEI-HE identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, it will implement its intervention strategy as early as practicable. If an academic staff member, Course Coordinator, or Student Welfare Officer identifies a student showing signs of academic risk mid-semester (e.g., failing early assessments, not attending classes), the Intervention Strategy will be initiated immediately.
- 3.3 All international students receiving Recognition of Prior Learning (RPL) will be monitored separately by the Academic Director to ensure they maintain satisfactory course progress within the adjusted study plan and course duration as reflected on their CoE.
- 3.4 The Student Welfare Officer will activate the intervention strategy by:
 - 3.4.1 Contacting the student by telephone and email to arrange for an appointment.
 - 3.4.2 Should contact not be made and the student fails to attend at the beginning of the next study period, he/she will be deemed to be in breach of their Visa requirements and may be reported to the Department of Home Affairs. The Academic Director in consultation with student support team, after confirming due process and documentation, will approve reporting to DHA.
 - 3.4.3 Recording all attempted and successful contact in a secure, centralized Student Management System to ensure compliance with record-keeping requirements.
 - 3.4.4 Meeting the student to discuss reasons underpinning unsatisfactory course progress.
 - 3.4.5 Offering counselling/support/advice with a view to improving the student's academic progress, tailored to individual needs, including accessibility accommodations for students with disabilities or

linguistic/cultural barriers.

- 3.4.6 Setting reasonable boundaries and or timeframes on a case by case basis (if so required) to which the student must adhere. Reasonable boundaries and or deadlines include:
 1. Timeframes set by the Student Welfare Officer by which assessments must be submitted ensuring all evidence of constraints and impediments are considered.
 2. Timeframes by which documented evidence such as valid medical certificates, airline tickets and death notices must be submitted (in English).
 3. Timeframes indicative of good intent with regard to academic progress.
- 3.4.7 Communicating timeframes and outcomes with the Course Coordinator and academic staff.
- 3.4.8 Documenting all outcomes of student contact, including discussions, actions, and outcomes, in a systematic manner in the Student Management System, accessible for compliance audits.
- 3.5 Successful intervention is indicative of a marked and lasting improvement in academic progress.
- 3.6 For intervention to be deemed unsuccessful, a student typically has not adhered to timeframes and or requirements as set out in the intervention strategy and will, as a result, be at an increased risk of not meeting course progress requirements.
- 3.7 SCEI-HE's intervention strategy includes provision for:
 - 3.7.1 where appropriate, advising students on the suitability of the course in which they are enrolled;
 - 3.7.2 assisting students by advising of opportunities for the students to be reassessed for assessments they had previously failed; and
 - 3.7.3 advising students that unsatisfactory course progress in 2 consecutive study periods for a course will lead to the student being reported to the Department of Home Affairs depending on the outcome of any appeals process.

4. Extension of Enrolment

- 4.1 Standard 8 (specifically 8.16) of the *National Code* states that the SCEI-HE may only extend the duration of a student's enrolment where it is clear that the student will not complete the course within the expected duration.
- 4.2 Without limitation, the following circumstances may be valid reasons for allowing CoE extensions:
 - 4.2.1 A student has been identified as 'At Risk', or 'unsatisfactory course progression' and been approved for a reduced study load as part of an intervention strategy, and as a result requires an extension CoE to complete the course;
 - 4.2.2 A student has been approved for a deferment or temporary suspension on the basis of extenuating or compassionate circumstances in accordance with the *Deferring, Suspending or Cancelling Student Enrolment Policy and Procedure HEPP58*, and Standard 8.16 of the *National Code 2018*, as assessed on the basis of demonstrable evidence and, as a result, requires an extension of course duration for the period of absence to complete the course.

5. Reporting

- 5.1 If SCEI-HE identifies a student as not making satisfactory course progress in a second consecutive compulsory study period in a course, SCEI-HE (Academic Director) will notify the student of its intention to report them to the Department of Home Affairs for unsatisfactory progress.
- 5.2 The written notice (of intention to report the student for unsatisfactory progress) must inform the student that he or she is able to access SCEI-HE's *Student Complaint and Grievance Policy and Procedure HEPP03* and that the student has 20 working days in which to do so. A student may appeal to on the following grounds:
 - 5.2.1 SCEI-HE's failure to record or calculate a student's marks accurately; or
 - 5.2.2 compassionate or compelling circumstances; or
 - 5.2.3 SCEI-HE has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
- 5.3 If a student chooses not to appeal, then they shall be reported as indicated.
- 5.4 A copy of all letters, details of phone calls made, emails, and any other reports and correspondence will be retained in the student's administration file in a secure, centralized system to ensure traceability and compliance with TEQSA requirements.

6. Appeals

- 6.1 A student may appeal against a decision made under this policy.

- 6.2 Appeals must be made as prescribed in *Student Complaint and Grievance Policy and Procedure HEPP03* and *Academic Appeals Policy and Procedure HEPP05*.
- 6.3 The appeals process will be completed within 10 working days of receipt of the appeal, unless exceptional circumstances require additional time, in which case the student will be informed in writing. Students will be provided access to support services, including counselling and academic advice, during the appeals process to ensure procedural fairness.

RELATED DOCUMENTS

Student Complaint and Grievance Policy and Procedure HEPP03
Academic Appeals Policy and Procedure HEPP05
Student Progress and Exclusion Policy and Procedure HEPP29
Deferring, Suspending or Cancelling Student Enrolment Policy and Procedure HEPP58

LEGISLATIVE CONTEXT

Education Services for Overseas Students Act 2000
National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 8 (specifically 8.8)

RESPONSIBILITIES

Course Coordinator and Academic Director

- Monitor students' progress and arrange for the provision of Student Welfare support to students deemed 'at risk';
- Consider applications from students who continue to be deemed 'at risk';
- Work with the Student Welfare Officer to put in place an Intervention Strategy where a student is identified 'at risk' or 'unsatisfactory course progress'; and
- Notify students of the intent to report to the Department of Home Affairs, through PRISMS, for unsatisfactory progress and if the student fails to appeal or the appeal is unsuccessful.

DOCUMENT AND RECORD CONTROL

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