



## **Course Progression Policy and Procedure**

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### Modification history

Date	Modification	Person/s responsible
5/01/2012	New policy	Toni Schammer & Dr Ian Whyte
27/6/2012	Changes to Policy regarding fail in a subject more than twice	Dr Ian Whyte
6/11/12	Addition to the Changes to the Policy section	Dr Ian Whyte & Gerald Lipman
9/7/2013	Addition of notes on Learning Contract	Dr Ian Whyte & Gerald Lipman
18/12/13	Change of terminology from DIAC to DIBP	Dr Ian Whyte
7/01/2014	Change of Grievance Policy titles following recommendation by TEQSAQ in letter of 19/12/2013	Dr Ian Whyte & Gerald Lipman
7/01/2014	Change reference to degree to all ICHM programs following recommendation by TEQSA in letter of 19/12/2013	Dr Ian Whyte & Gerald Lipman
25/7/2014	Change Manager Student Welfare to Manager Administration	Dr Ian Whyte & Gerald Lipman
25/1/2016	Minor title changes	Dr George Brown
08/07/16	Minor title change from 'Learning Contract' to 'Learning Support Agreement' and Training Plan' to 'Course Progression Plan' as recommended by AC.	Dr Ian Whyte & Gerald Lipman
10/7/2017	Progression for postgraduate courses added following presentation to June 22 <sup>nd</sup> Academic Board	Dr Ian Whyte & Gerald Lipman – Added to public policy document following TEQSA accreditation of Masters in May 2018
15/02/18	Change of terminology from Department of Immigration and Border Protection (DIBP) to Department of Home Affairs	Dr Ian Whyte
24/4/18	Update to incorporate Section 104-1A HESA 2003	Dr Ian Whyte & Gerald Lipman

### Definitions

"International Student" is defined as a person holding a student visa as determined in the ESOS Act 2000.

"PRISMS" is the Provider Registration and International Students Management System

"Satisfactory Course Progress" is where a student is or has successfully completing/ed all the units/subjects/internship for which they are enrolled in any study period.

"Study Period" is an academic or Industry Placement semester, usually 6 months in duration.

"at risk" is where a student has been identified as consistently failing assessments or where a student is absent from class for more than 80% and/or where a student is not likely to achieve pass marks in 50% or more subjects in a study period.

"HESA" is the Higher Education Support Act 2003, amended from time to time

"Special circumstances" are defined in the Higher Education Support Act 2003 as circumstance which:

- were beyond the students control; and
- did not make their full impact on the student until on or after the census date(s) of the unit(s) in question; and
- were such that they made it impracticable for the student to complete the requirements for the unit(s).

## Preamble

The purpose of this policy is to ensure that ICHM fully complies with the requirements of Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) and Section 104-1A of the Higher Education Support Act 2003. This Policy sets out the policy and procedure (including the Intervention Strategy) for monitoring, recording and assessing the course progress of students enrolled in the ICHM programs so that an international student completes the course within the periods of their student visa. Even though it is not required by legislation, ICHM considers the progress of domestic students to be equally relevant to international students, and they are covered by this policy. As required by Section 104-1A of the HESA, this policy sets restrictions on FEE-HELP availability.

## Policy

ICHM will monitor, record and assess each semester, the course progress of each student. The *ICHM Intervention Strategy* will be implemented to assist students who have been identified by the Academic Committee as being at risk of not making satisfactory course progress and/or where the student has failed 50% or more of the subjects attempted in a study period and/or where the student has failed a subject for the second time. A record of the intervention and the outcome will be kept in the student's file. As part of the Intervention Strategy a student may be placed on a Learning Support Agreement.

The Academic Committee may recommend to the Principal that a student not be permitted to undertake an Industry Placement if the student is not making satisfactory progress in subjects related to duties to be performed during the Industry Placement and/or where a student has failed 50% or more of the subjects attempted in a study period and/or where the student has failed a subject for the second time.

For ICHM postgraduate courses the following apply:

- Students enrolled in the Graduate Certificate who successfully complete three of the four core subjects can progress to the Graduate Diploma.
- Students enrolled in the Graduate Diploma who successfully complete all eight subjects can progress to the Masters.

The Academic Committee may recommend to the Principal that a student be exited from the course where:

- The student has been identified as not making satisfactory course progress in two consecutive academic semesters/study periods and
- An intervention strategy was implemented after the student was assessed as not making satisfactory course progress at the end of the first compulsory study period after which the student was again assessed as not making satisfactory progress at the end of the second consecutive compulsory study period.

For the purposes of assessing course progress, failure to achieve a pass grade on an Industry Placement, assuming no enrolment in other academic subjects, is deemed to be a failure of 100% of subjects in which the student is enrolled in a single study period.

Reporting an international student to Department of Home Affairs for unsatisfactory course progress occurs only when:

- the international student has been identified as not making satisfactory course progress in two consecutive compulsory study periods; and
- an intervention strategy was implemented after the international student was assessed as not making satisfactory progress at the end of the first compulsory study period, after which the international student was again assessed as not making satisfactory progress at the end of the second compulsory study period; and
- the international student has not made a successful appeal against the Intention to Report to Department of Home Affairs.

If an international student is identified for a second, but not consecutive, study period as not making satisfactory course progress, ICHM does not report the international student for unsatisfactory course progress.

Where a new student has not fully met the normal entry requirements of the course/s they may be invited to enrol on condition that the student enters into a Learning Support Agreement. The decision to offer such enrolment is the determination of the Principal or Director Academic.

Where a student is placed on a Learning Support Agreement and the student fails to meet the conditions of the Learning Support Agreement, this failure to meet the conditions will be taken into account by the Academic Committee when assessing progression to further study and/or Industry Placement.

## **FEE-HELP Eligible Students**

Section 104-1A applies to a domestic student who has undertaken 8 or more subjects at ICHM and did not successfully complete at least 50% of them. Such a student will be ineligible to apply for FEE-HELP to fund future studies.

## **Procedure**

### ***Monitoring Course Progress***

During each study period, students will be provided with an individual Course Progression Plan, identifying all subjects in which the student is currently enrolled, subjects already completed and those yet to be attempted. In the case of international students, this document will also confirm the details of the expected completion date of the qualification in which the student is enrolled and the start and end dates of the Confirmation of Enrolment form/s (COE). The Course Progression Plan will assist with the identification of students at risk of being unable to complete their programs within expected time frames and in the case of international students, within the period of the student visa.

Students will also receive a comprehensive Learner Guide at the commencement of each subject which will outline the material to be covered, the workload, the class schedule, the delivery and assessment methods, examination dates and the deadline for the submission of assignments.

Lecturers will assess students as outlined in the Learner Guide and according to the guidelines outlined in the Assessment Policy and Procedure and in the Results, Grades and Awards Policy and Procedure.

A student will be considered to be making satisfactory course progress if they have successfully completed all subjects and Industry Placements for each study period.

Overall progress will be monitored at least once each study period.

All students will meet individually with the Principal, the Director Academic (or delegated nominee) or Director Student & Industry Engagement (or delegate nominee) each study period to discuss course progress. The individual Course Progression Plan will be the focus of the meeting and matters to be discussed include a two-way discussion about how well the student is coping with the program overall, subjects passed or not, attendance and whether or not the student is still able to complete the requirements of the course within the maximum time permitted or, in the case of international students, within the period of the student's visa.

At the end of each study period the ICHM Academic Committee will meet to review all students' academic results. A Register of Students at Risk will be developed from this meeting and will be maintained by the Director Student & Industry Engagement which will include all students who have failed subjects. The ICHM Intervention Strategy will be implemented by the Director Student & Industry Engagement where a student has been identified by the Academic Committee as "at risk".

### ***Intervention Strategy***

ICHM's Intervention Strategy will consist of two levels.

#### 1. Level 1.

Where a student is assessed as "at risk" by the Academic Committee, the Director Student & Industry Engagement (or delegated nominee) will meet with the student to discuss the reasons why academic progress is poor and/or why the student is not attending class. Counselling and additional support will be offered and the level of intervention will escalate if academic performance continues to fall. A record of the meeting and agreed outcomes will be kept on the students file and a copy given to the student.

## 2. Level 2.

Where the Academic Committee identifies that a student has or is likely not to achieve pass marks in 50% or more subjects in a study period, and/or not be able to complete the qualification in which he/she is enrolled within the maximum period permitted and/or covered by the student visa, the Director, Student & Industry Engagement (or delegated nominee) will meet with the student to discuss the reasons why academic progress is poor. Counselling and additional support will be offered. The student will be placed on a Learning Support Agreement that will detail the responsibilities of the student and the responsibilities of ICHM to assist the student. This Intervention Strategy will be implemented within the first four (4) weeks of the following semester or sooner if possible once a student is identified as likely not to achieve pass marks in 50% or more subjects in a study period. A copy of the Learning Support Agreement and any other agreed outcomes will be put on the students' file.

Specific intervention may include, but not be limited to, the following actions;

- Having students attend regular learning support sessions that may assist student with time management, study skills, exam preparation and essay writing.
- Study sessions with subject specialists.
- One on one tutorial sessions with a paid instructor.
- Counselling that may assist with personal issues that may be affecting progress.
- Reviewing appropriateness of course selection.
- A reduction of course load as long as this does not conflict with student visa conditions and completion of the course within the duration of the student visa and/or maximum period permitted.
- Reasonable adjustments where the student is identified as having a disability.

### **International Students Only**

If a student is identified by the Academic Committee as not making satisfactory progress in a second consecutive compulsory study period, the student will be notified in writing of ICHM's intention to report the student to the Department of Home Affairs for unsatisfactory course progress. The letter of Intent to Report to immigration will be sent to the student by the Director Administration by courier, registered post or where a student is living at Regency International House, the letter will be signed for at reception.

### ***Appeal Process***

Where a student has been sent a Notice of Intent to Report to Immigration letter, the letter will inform the student that he/she is able to access the ICHM Academic Grievance Policy. The student will be advised that they should follow the Second Stage of the ICHM Academic Grievance Policy and that they have 20 working days from the date of the Intent to Report to Immigration letter to lodge an appeal outlining the reasons for the substandard results and any compassionate or compelling circumstances to explain or justify them.

### ***Compassionate or Compelling Circumstances***

Compassionate or compelling circumstances are generally those beyond the control of the student and have an impact on the student's capacity and/or ability to progress through a course. Please note that these are different to 'special circumstances' as defined by HESA.

These could include:

- 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 (evidence may be required)
- major political upheaval or natural disaster in the home country requiring student's emergency travel and this has impacted on his/her studies
- a traumatic experience which could include, but is not limited to, involvement in or witnessing of an accident or a crime committed against the student or the student has been a witness to a crime and this has had impact on the student. These cases should be supported by police or psychologists' reports.

The above are only some examples provided by the Department of Home Affairs of what may be considered compassionate or compelling circumstances.

The Principal will exercise their professional judgement and assess each appeal on its individual merits. When determining whether compassionate or compelling circumstances exist, all documentary evidence provided to support the claim will be considered. Copies of these documents, together with a record of why the decision was made will be retained in the student's file.

If the first appeal is successful and the student continues to attend class and sit assessments as required and ICHM offers continuing support and counselling and the student commits to respecting the conditions agreed, the matter will not be referred to Department of Home Affairs.

If their appeal is not upheld by the Principal, the student will be advised of the external appeal to the Visitor as detailed in the Third Stage of the ICHM Academic Grievance Policy and that they have 20 working days from the date of the advice that their appeal was not successful to lodge a further appeal.

If both appeals are unsuccessful, the Director Administration will then report the student on PRISMS as "unsatisfactory course progress". Once the student has been reported on PRISMS, the *Non- Compliance Notice under section 20 of the Education Services for Overseas Students Act 2000* (NCN) that is generated and to be signed by the ICHM Chief Executive, is sent to the student by courier, registered mail or given in person. The copy of the NCN is then placed on the students' file.

If the student chooses not to access the ICHM Academic Grievance Policy or within the 20-working day period after receipt of the letter of intent to report, or withdraws from the process, the student will be reported on PRISMS as outlined in the above paragraph.

### **FEE-HELP Eligible Students**

ICHM will notify students that they are ineligible to apply for FEE-HELP until their pass-rate again exceeds 50%.

Where the student has undertaken a placement following the Academic Semester, Admissions will advise the student of their FEE-HELP 90 days before the start of the next Academic Semester.

The student may appeal to the Principal for exemption to the Section 104-1A exclusion, and the Principal shall consider such exemption using the guidelines in Section 104-30

### ***Changes to the Policy***

The Chief Executive and Principal must approve any change to this Course Progression Policy and Procedure.