

## COURSE PROGRESS MONITORING POLICY AND PROCEDURE

### Relevant Standards

- *Education Services for Overseas Students (ESOS) Act 2000 (Cth)*
- *National Code 2018 Part B: Standard 8*

### Linked Documents

- *Complaint and Appeal Policy and Procedures*
- *Academic Misconduct Policy*
- *Course Timetables*
- *Student Orientation Form*
- *Not Competent Results Report*
- *Not Competent Result Notification template*
- *Course Progress Intervention Strategy Agreement form*
- *Unsatisfactory Course Progress Warning template*
- *Intention to Cancel Enrolment (ICE) due to Erratic Course Progress template.*
- *Notice of Intention to Report (ItR) Unsatisfactory Course Progress template*
- *Course Finish and Outstanding Units Notification template*
- *ITR Register*
- *Staff Use Student Course Variation form.*
- *Student Course Variation (SCV) Register*

## 1. Policy Statement

CAPSTONE, as required by the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code 2018), must monitor the progress overseas students in each course they are enrolled in to ensure they are able to complete the course within the expected duration specified on their Confirmation of Enrolment (CoE).

CAPSTONE uses this policy to identify, notify and assist overseas students at risk of not meeting course requirements.

CAPSTONE provides this policy to overseas students before enrolment via the Student Handbook and discusses this policy during the student orientation session.

## 2. Definitions

**A compulsory study period** is when a student must enrol unless granted a deferment or suspension. The duration of the compulsory study period is proportionate to the length of the course. It is 9 study weeks for courses that are 52 weeks or less in duration and

18 study weeks for courses that are more than 52 weeks.

**Unsatisfactory course progress** is when a student is deemed 'Not Competent' in more than 50% of the course requirements (units) in a compulsory study period.

**Study block** is a discrete period of study with duration of up to five study weeks.

**Course progress breach** occurs when overseas students maintain unsatisfactory course progress in two consecutive compulsory study periods.

**Attendance** is maintaining 20 scheduled course contact hours per week during compulsory study periods.

**PRISMS** - The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of Department of Education and Training by registered providers (*source: National Code 2018*).

**Compassionate or compelling circumstances** are generally those beyond the overseas student's control and impact the overseas student's course progress or well-being. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes.
- Bereavement of close family members such as parents or grandparents.
- Major political upheaval or natural disaster in the home country requiring emergency travel, and this has impacted the overseas student's studies; or
- A traumatic experience, which could include:
  - involvement in or witnessing a serious accident.
  - witnessing or being the victim of a serious crime
- Any other matters considered by CAPSTONE.

**Intervention Strategies** may include one or more of the following:

- Providing reassessment opportunities for students within set deadlines, including tutorial classes if required.
- Advising students about attendance requirements if the issue is about nonattendance.
- Assessing the impact of unsatisfactory course progress on students' ability to complete the course within the CoE duration and advising the student to extend the enrolment if necessary.

- Advising students on English language support and referrals if the issue concerns English language proficiency.
- Advising students about personal counselling referrals if the issue concerns personal issues and, if necessary, suspending the course due to compassionate or compelling circumstances.
- Assessing the suitability of the course and advising students on a suitable alternative course that better meets students' needs and capabilities.

### 3. Procedures

#### **3.1. Informing students of the course progress requirements before they commence the course.**

- CAPSTONE provides this policy to students before enrolment via the Student Handbook (available on CAPSTONE's website).
- Each overseas student's written agreement contains a link to Student Handbook. Students must acknowledge and sign the written agreement.
- Student Services Team discuss the following key points during student orientation:
  - course timetables, compulsory study periods and assessment due dates
  - requirements for achieving satisfactory course progress.
  - steps students can take to maintain satisfactory progress.
  - Academic Misconduct Policy and its impact on course progress
  - processes for assessing course progress requirements and identifying overseas students at risk of unsatisfactory course progress.
  - details of the intervention strategies to assist at-risk students.
  - processes for determining the point at which the student has failed to meet satisfactory course progress.
- After completing the orientation, students must acknowledge and sign the *Student Orientation Form*.

#### **3.2. Identifying, notifying, and assisting students at risk of not meeting course progress requirements - Early intervention**

- The Academic Team generates a Not Competent Unit Results Report from the Student Management System (SMS) once results are entered and verified at the

end of each study block.

- The Academic Team sends students a Not Competent Outcome Notification email if they have a Not Competent outcome. This email asks students to meet with the Academic Team to discuss their results and options (reassessments or appeals).
- Suppose a student requests a reassessment; the Academic Team follows the process described in the Assessment Policy and Procedure.
- Suppose a student requests to appeal the assessment decision; the Academic Team follows the process as per the *Complaints and Appeals Policy and Procedure*.

### **3.3. Monitoring course progress and determining the point at which the student has failed to meet satisfactory course progress.**

- The Academic Team generates a Not Competent Unit Results Report from Student Management System (SMS) once results are entered and verified at the end of each study block and analyses data from this report to identify students who maintained unsatisfactory course progress in one or more compulsory study periods concluded up to that point.
- The Academic Team sends an Unsatisfactory Course Progress Warning email to students who maintained unsatisfactory course progress in one compulsory study period concluded up to that point. This email invites students to attend a formal intervention meeting with the Academic Team.
- The Academic Team creates an intervention process in SMS to monitor the process from this point on.
- During the formal intervention meeting, the Academic Team Member considers the following:
  - Students' enrolment records, class participation records, completed assessments, warning letters issued, deferral/suspension records and staff file notes.
  - Compassionate or compelling circumstances impacting students' course progress and any support required.
  - Impact of approved deferrals or suspensions on students' course progress.
  - Appropriate intervention strategies to assist the student in maintaining satisfactory course progress.

- Extension of course duration due to any or all of the above matters.
- The Academic Team Member records the intervention details and the action plan in the *Course Progress Intervention Strategy Agreement*. Students must sign the agreement to indicate that they understand and agree with the intervention strategies proposed.
- At this point, the Academic Team Member also reminds the student of the consequences of not following the intervention strategies and the impact of maintaining unsatisfactory course progress in two (2) consecutive study periods.
- From this point, the student must adhere to the intervention strategies and associated action plan. If they fail, the Academic Team Member sends an Intention to Cancel Enrolment due to Erratic Course Progress email notification.
- The Academic Team regularly reviews the pending intervention cases until the student achieves satisfactory course progress.

#### ***3.4. Notifying students unsatisfactory course progress in two consecutive study periods***

- The Academic Team generates a Not Competent Unit Results Report from Student Management System (SMS) once results are entered and verified at the end of each study block and analyses data from this report to identify students who maintained unsatisfactory course progress in one or more compulsory study periods concluded up to that point.
- The Academic Team sends a Notice of Intention to Report (ITR) Unsatisfactory Course Progress email to students who maintained unsatisfactory course progress in two (2) consecutive study periods concluded up to that point. This email informs students of the reasons for the decision and the appeals process if they choose to appeal the decision. Students have 20 working days from the date of the email in which to access the appeals process.
- The Academic Team creates a process record in SMS and registers it in the *ITR Register* to monitor the process from this point on.
- The Academic Team follows the process as per the *Complaints and Appeals Policy and Procedure* if the student appeals.
- Grounds for appeal
  - CAPSTONE's failure to record unit outcomes accurately, or

- Compassionate or compelling circumstances, or
- CAPSTONE has not implemented its intervention strategy and other policies according to its documented policies and procedures made available to the student.
- CAPSTONE maintains overseas students' enrolment by only reporting their course progress breach in PRISMS following section 19(2) of the ESOS Act 2000 if:
  - The internal and external complaints processes support CAPSTONE's decision, or
  - The overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
  - The overseas student has chosen not to access the external complaints and appeals process, or
  - The overseas student withdraws from the internal or external appeals processes by notifying CAPSTONE in writing.
- The Academic Team completes a *Staff Use Student Course Variation Form* and forwards this to the Student Services Team to proceed with the reporting of the student's course progress breach to the Department of Education via PRISMS. The Academic Team updates the outcome in the ITR Register.
- Where the appeals process involves the student seeking an independent external review of CAPSTONE's decision, the reporting and rectification responsibility rests with the Chief Executive Officer or their delegate.
- Following the reporting, the Academic Team updates the ITR Register and pending processes in SMS and uploads all relevant documents in SMS.

### ***3.5. Monitoring progress to ensure students complete their course within the expected duration of their CoE***

- Monitoring of course progress also involves monitoring each student's course completion within the expected duration as specified on the student's CoE.
- CAPSTONE does not deliver a course exclusively online or via distance learning to an overseas student.
- CAPSTONE ensures that any online or distance delivery component of the course delivered to an overseas student is consistent with the requirements of the National Code 2018.
- CAPSTONE ensures the above requirements by:
  - Setting a standard pathway course timetables that ensures full-time study

(20 scheduled course contact hours per week)

- Delivering and assessing all units within a fixed timeframe
- Delivering no more than the required portion of the course using online or distance delivery
- Ensuring overseas students, in each compulsory study period, study at least one unit that is not by distance or online unless the student is completing the last unit of their course.
- Using an SMS that can identify students not assigned to a class in each study block.
- Only permitting students to reduce their study load in minimal circumstances.
- Not permitting an overseas student to extend their CoE period except in the following circumstances:
  - compassionate or compelling circumstances based on supporting evidence provided by the overseas student.
  - implementation of the intervention strategy for not meeting course progress requirements
  - approval of deferral or suspension of the overseas student's enrolment
- The Academic Team sends a *Course Finish and Outstanding Units Notification* email at least one month before the course completion date informing students of any outstanding units.
- Where CAPSTONE extends the course completion date for a student through the intervention process, it advises students to contact the Immigration Department to seek advice on any potential impacts on their visa, including the need to obtain a new student visa.

**Course Progress Monitoring Flowchart**

