



THE UNIVERSITY
of ADELAIDE
COLLEGE

Course Progress Monitoring Policy and Procedure

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Scope

This policy applies to all overseas and domestic students studying at the University of Adelaide College (hereby referred to as “the College”) operated by Kaplan Higher Education Pty Ltd under the terms of the Preferred Pathway Provider Agreement entered into with the University of Adelaide (hereby referred to as “the University”).

This policy also applies to staff involved in the promotion, recruitment, admission, delivery of courses, management and/or administration of students.

Students enrolled at the **Melbourne Campus** in University of Adelaide **Award programs** delivered by the College (e.g. Bachelor of Information Technology / Master of Accounting) are bound by University of Adelaide policies.

Purpose

This policy aims to:

- ensure that the College is aware of its responsibilities regarding monitoring student course progress;
- outline how the College identifies, notifies and assists students at risk of not meeting course progress requirements;
- outline how the college will use academic intervention strategies to assist students to achieve satisfactory course progress;
- ensure that students are aware of their responsibilities concerning course progress; and
- provide correct information regarding the limited and well-defined circumstances whereby the standard duration of study can be altered.

Background

The College is committed to delivering a high standard of education and training services to all its students.

As a registered education provider, the College has obligations under the Education Services for Overseas Students Act 2000 (ESOS Act 2000), which regulates the delivery of education and training courses to overseas students who come to Australia on a student visa. One of the functions of the ESOS Act 2000 is to set up the National Code of Practice for Providers of Education and Training to Overseas Students (National Code 2018), which provides standards for all registered providers.

Under Standard 8 of the National Code 2018, registered education providers must monitor the course progress of students. The registered education provider must have, and implement, documented policies and procedures for monitoring the progress of each student to ensure that at all times the student is able to complete the course within the expected duration as specified on the student’s Confirmation of Enrolment (CoE).

Definitions

CoE means Confirmation of Enrolment.

Domestic student means a student at the College who is an Australian citizen, a New Zealand citizen, an Australian permanent resident, or a person who is entitled to stay in Australia, or to enter and stay in Australia, without any limitation as to time.

Overseas student means overseas students (within or outside of Australia) who holds a student visa but does not include students of a kind prescribed in the ESOS Regulations.

ESOS Regulations means the Education Services for Overseas Student Regulations 2001 (Cth).

ESOS Act means the Education Services for Overseas Students Act 2000 (Cth).

National Code means the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

PRISMS means the Provider Registration and International Students Management System.

HA means the Department of Home Affairs, previously known as the Department of Immigration and Border Protection (DIBP).

DET means the Department of Education.

CRICOS means the Commonwealth Register of Institutions and Courses for Overseas Students.

Intervention strategy means a systematic course of actions to identify and support students who are not making satisfactory progress. This may include but is not limited to consultation, supplementary tutorials, presentations, workshops, etc.

Satisfactory course progress means a student's ongoing involvement and progress towards achieving course outcomes, as demonstrated by satisfactory participation in and completion of formal assessment components scheduled throughout the course.

Policy Statement

The College is committed to enabling and assisting students to reach their study goals within the expected timeframe in accordance with the ESOS Act 2000 and the National Code 2018 (specifically Standard 8).

Students obligations under this policy

- all students enrolled in courses at the College are expected to have satisfactory course progress;
- overseas students have a mandatory visa condition (8202) imposed on their student visa which requires them to meet the course requirements, therefore satisfactory course progress. Where overseas students fail to achieve satisfactory course progress, it may result in them being reported to the DET and the HA via PRISMS.
- inform the College of any issues that puts them at risk of unsatisfactory completion of their course; and
- engage with any intervention strategies put in place.

The College's Obligations in Relation to Monitoring Course Progress

The College must:

- monitor course progress to ensure that each student is able to complete their course within the expected duration as specified on the student's CoE.
- notify a domestic student in writing of its intention to cancel his/her enrolment for unsatisfactory course progress;
- notify an overseas student in writing of its intention to report the student to the DET and the HA for unsatisfactory course progress;
- allow students to access the complaints and appeals process, in accordance with the College's Complaints and Appeals Policy, before reporting or cancellation of an enrolment; and
- report an overseas student to HA when a student is assessed as failing to achieve satisfactory course progress.
- inform students that when reported to HA there may be a risk of them losing their student visa.

The College's Obligations in Relation to Academic Interventions

The College must ensure appropriate academic intervention and support is offered to those students at risk of not achieving satisfactory course progress. To support students in achieving satisfactory course progress, relevant staff will:

- collect reliable sources of data, including attendance reports, students' assessment results records of participation in tuition activities;
- provide early feedback on students' overall progress;
- use compulsory assessment procedures to identify students' academic progress;

- identify any student requiring an academic intervention and provide an appropriate and timely intervention strategy;
- provide support to the student during the intervention strategy;
- ensure relevant staff are informed about a student's progress during an intervention strategy; and
- keep records in relation to intervention strategies put in place, and the outcomes of such strategies.

Course Progress Monitoring Procedures

The University of Adelaide College maintains high academic standards, which requires students to be committed to their studies in order to achieve the highest possible goals. To this end, all students are expected to fully engage with their studies including maintaining satisfactory course progress during their studies. International students are explicitly required to achieve satisfactory course progress as a condition of their student visa.

These procedures provide information to the University of Adelaide College students and staff on the College's expectations regarding students' academic progress and how the College will monitor and implement strategies to ensure students' academic success. The Procedures also outline the possible consequences of failing to achieve satisfactory course progress.

While all staff are responsible for supporting students in their academic success, relevant Student Services staff have the responsibility for implementing this policy and procedures for students in their courses.

Satisfactory course progress at the College is defined as follows, for:

- **Degree Transfer and Pre-Master**—a pass (grade of 50% or more) in the majority of the units of study, including Language for Study, the student is enrolled in for each semester;
- **Degree Transfer Semester 3 course progress requirements** - students are required to pass a minimum of 3 courses (excluding language for study) over two semesters in order to be eligible for an offer of a third semester of study in the Degree Transfer program at the University of Adelaide College.
- **Foundation Studies**—an overall grade of 50% or more based on the average of the 5 subjects undertaken each semester;
- **General Academic English (GAE)**—a grade of 50% or more in assessments at each level of the program.

The intervention strategy detailed in the procedures section of this document is used where students are identified by the College as not achieving satisfactory course progress or being at risk of not achieving satisfactory course progress. Students who are repeating or restarting a program will automatically be placed on an intervention strategy. Once the intervention strategy has been applied, students who do not achieve satisfactory course progress in the same program the following semester may have their enrolment cancelled. International students making unsatisfactory course progress will be reported to the Australian Government via the PRISMS reporting system and risk having their visa cancelled by the Department of Home Affairs (HA).

Informing Students about the Course Progress Policy

The College informs all students of the requirement to achieve satisfactory grades in their respective course as defined in section 2 of this policy. Information about course progress requirements is communicated to students during Orientation and throughout their course in the following ways:

- in writing in the relevant program handbook;
- during Orientation presentations by Student Services staff;
- by teachers in class;
- in any meetings or discussions with a student counsellor regarding the student's progress.

The Course Progress Policy and Procedures are available to students from the Student Services team, from Reception, or from the College website.

Monitoring Course Progress

- Teachers liaise with the student counsellor if they are concerned about a student who is at risk of not achieving satisfactory course progress;
- Staff meetings may also be used as a forum to raise any concerns about the progress of individual students;
- The student counsellor contacts students identified as making unsatisfactory progress to discuss, identify and determine solutions to potential issues affecting each student's performance.

Intervention Strategy where there is Unsatisfactory Course Progress

Students who achieve unsatisfactory course progress or who are at risk of achieving unsatisfactory course progress are referred to a student counsellor to discuss their progress and to implement an intervention strategy.

Intervention Strategy Process

As part of an intervention strategy, the student counsellor will:

- request a meeting with the student via email or telephone and/or via the student's teachers;
- meet with the student and advise them that the College is activating a formal intervention strategy because of concerns regarding their course progress. The student may also be informed of potential consequences if their grades do not improve, such as the College cancelling their enrolment;
- use the Progression Strategy tool to ensure students are aware of the College's expectations and available support, and to reflect on their learning and develop study goals;
- identify issues causing the student to make unsatisfactory course progress to determine appropriate opportunities for support. If the issues are:

- **Medical**—the student counsellor will discuss with the student how their medical condition is affecting their studies and what strategies can be put in place to assist them. The student may be referred to a medical practitioner or medical service for further assistance. The student may also be asked to supply a medical certificate for the College to keep on record if a Special Consideration or Reasonable Adjustment is required.
- **Personal**—the student is given the option of speaking to a member of the College staff or talking to an external counsellor. If the student asks to speak to an external counsellor, the student counsellor will make a referral to the professional services used by the College. Additional fees may apply for external counselling.
- **English proficiency related**— strategies to deal with the issue are discussed including the option of making an appointment with a Tutor Assistance Program staff for additional English tuition at no cost to the student.
- **Academic**— strategies to deal with the issue are discussed, including utilizing the Tutor Assistance Program. Student are also encouraged to approach their teacher about the difficulties they are experiencing to identify solutions to the problems.
- students who fail to contact the student counsellor to discuss their progress will be advised in writing that their course progress is unsatisfactory, and should it continue the following semester in that program their enrolment will be cancelled and HA notified through PRISMS which may result in their student visa being cancelled; and
- formal records from each meeting/contact with the student are maintained in the student's file.

Student Counsellors

For the purpose of this policy, student counsellor refers to any of the following:

- Any member of the Student Services Team
- Academic Manager / Academic Dean

Formal Notification

If an intervention strategy has been implemented and the student fails to meet satisfactory course progress in two consecutive semesters in the same program, then the student will be advised in writing that their enrolment is scheduled to be cancelled. The student will be informed in this communication that they have 20 working days to access the College's complaints and appeals process to appeal the decision. If the student does not access the complaints and appeals process within 20 working days, a notification will be sent to the relevant Australian Government department that the student is not achieving satisfactory course progress. In the case of international students, this reporting may result in HA cancelling the student's visa.

The College will maintain the overseas student's enrolment by only reporting a breach of course progress in PRISMS, if:

- the internal and external processes have been completed and the breach has been upheld;
- the student chooses not to access the internal or external complaints process, in writing; or
- the overseas student withdraws from the internal or external appeals process by notifying the College in writing.

Notification details and copies of relevant documents such as the letters to the student will be filed in the student's file. Where a student is under 18 or where the student has given written consent for the College to contact their parents, the student's parents are also informed in writing of the student's unsatisfactory course progress.

Extending Course Duration

The expected duration of study specified on the overseas Confirmation of Enrolment (CoE) must not exceed the CRICOS registered duration for the course. The College may consider an extension of the course duration only in certain circumstances if:

- it has assessed that there are compassionate and compelling circumstances and there is evidence to support this assessment;
- if it has implemented or is in the process of implementing an intervention strategy for a student who is at risk of not meeting their course progress requirements; or
- an approved deferral or suspension of the student's enrolment has occurred.

If the College extends the duration of an overseas student's enrolment and the student's visa will expire prior to completion of the course, the student must contact the HA to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Compelling or Compassionate Circumstances

When Students might be allowed to continue their Program Enrolment

Students may be allowed to continue their current University of Adelaide College program enrolment after failing to make satisfactory course progress in two consecutive semesters where:

- there are verifiable, compelling or compassionate circumstances which prevented the student from achieving satisfactory course progress; and/or
- after the intervention strategy was implemented, the student demonstrated a strong commitment to their studies and there was a significant improvement in their grades in the subsequent semester. The student must successfully complete their program and transfer to the University of Adelaide within the next available semester of the bachelor stream the student is studying

Transfer to another program at the University of Adelaide College

Students who fail to make satisfactory course progress after one semester of study in their pathway program at the University of Adelaide College will be given approval to transfer to another program at the College if:

- there are verifiable, compelling or compassionate circumstances which prevent the student from achieving satisfactory course progress; and
- where after an intervention strategy was implemented, the student demonstrated a strong commitment to their studies but despite their efforts, the student was not academically suited to the program that they are currently enrolled.

Under 18-Year-Old Students

In all cases where intervention/notification processes are instigated for students under the age of 18 years, the Under 18 Student Services Coordinator and the Manager Student Services (Accommodation and Administration) must be informed in order to take any extra steps deemed appropriate. To ensure this occurs, staff need to be aware of which students at the College are under 18 years of age at any particular point of time. The list is distributed to staff after each intake of students and remains available on the staff drive.

Review and Appeal

After receiving an Intention to Report for unsatisfactory course progress, students then have twenty (20) working days to request a formal review in accordance with the College's Complaints and Appeals Policy.

After receiving an Intention to Cancel Enrolment for unsatisfactory course progress, students have ten (10) working days to request a formal review, in accordance with the College's Complaints and Appeals Policy.

If a student is seeking a formal review on basis of compassionate or compelling circumstances, students must also provide sufficient evidence for the College to consider in accordance with the Compassionate or Compelling Circumstances Policy.

The College will not report an overseas student to the HA for unsatisfactory course progress until such time as any processes commenced by the student under the Complaints and Appeals Policy has been completed.

If a student has commenced a process under the Complaints and Appeals Policy, they must continue to attend all scheduled classes for their course. Any failure by a student to maintain their attendance levels will put them at risk of failing to achieve satisfactory course progress.

Relevant Legislation and Policies

As a registered education provider, the University of Adelaide College operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with such laws.

Below, please find the most relevant legislations, policies and procedures which apply to the “Course Progress Policy”:

Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)
<https://www.legislation.gov.au/Details/C2017C00271>

Higher Education Standards Framework (Threshold Standards) 2015
<https://www.legislation.gov.au/Details/F2015L01639>

Education Services for Overseas Students Act 2000 (ESOS Act 2000)
<https://www.legislation.gov.au/Details/C2017C00292>

Education Services for Overseas Students Regulations 2001
<https://www.legislation.gov.au/Details/F2016C00681>

National Code of Practice for Providers of Education and Training to Overseas Students 2018
<https://www.legislation.gov.au/Details/F2017L01182>

Standard 8 of the National Code 2018 Factsheet
<https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%205.pdf>

National Standards for Foundation Programs
https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Documents/FP_Standards_pdf.pdf

ELICOS Standards 2018
<https://www.legislation.gov.au/Details/F2017L01349>

Other College policies associated with the “Course Progress Policy” (to be found at following link
<https://college.adelaide.edu.au/about/policies-and-procedures/>)

- Admissions Policy
- Attendance Policy
- Management and Monitoring of Under 18 Students Policy
- Complaints and Appeals Policy
- Compassionate or Compelling Circumstances Policy

Amendments

The College reserves the right to amend this policy at its discretion. All changes and amendments to our policies are published on the College's website at following link: <https://college.adelaide.edu.au/about/policies-and-procedures/>

Questions

If you have any questions or comments about this Policy, please contact Student Services or Reception. If you do not have any questions the College presumes that you understand and are aware of the rules and guidelines in this policy and will adhere to them.

Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officers to ensure compliance with this policy.

Policy Category	Academic			
Responsible Officers	Vice President, Academic			
Implementation Officer	National Campus Director, The University of Adelaide College			
Review Date	March 2020			
Approved by:				
Joint Academic Board				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
5.0	Kaplan Australia Quality, Regulations and Standards Team.	Reviewed and updated policy to meet criteria of ESOS framework and National Code 2018, ELICOS Standards		

		<p>2018, National Standards for Foundation Programs.</p> <p>Added reference to legislation and relevant policies.</p> <p>Added the “Version Control” section to provide ongoing information on updates and reviews of the policy for continuous improvement purposes.</p>		
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