

# Course Duration and Progress Procedure – International

<b>Version:</b>	5.0	<b>Effective Date:</b>	17 August 2017
<b>Procedure Code:</b>	PR-039	<b>Related Policy Code:</b>	INT- 003
<b>Related Policy Name:</b>	Course Progress and Duration Policy - International		

## Purpose:

This procedure outlines the steps that must be undertaken to implement the Course Duration and Progress Policy – International. It is divided in to two parts. Part A sets out the way the College manages the duration and progress undertaken by international students studying on a student visa and Part B outlines the way the College manages course duration and progress of international students studying on a temporary visa other than a student visa.

**Definition of “College”** – *In the higher education sector, Australian College of Natural Medicine Pty Ltd trades as Endeavour College of Natural Health (Endeavour) and Wellnation; Study Group Australia Pty Limited trades as Martin College and Martin Higher Education (Martin HE). For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective entities or trading names.*

**Definition of “International students”** – *The College defines an International Student as someone who is not an Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder. This definition includes students studying onshore on a range of temporary visas. Information that applies only to students studying on specific visa classes (e.g. Student Visa) is specified when relevant.*

- Scope:**
- All campuses registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
  - Student Services Staff
  - Academic Staff
  - All International students

## Procedure:

# PART A

**Note: This section only applies to student visa holders**

## Student Progression – Responsibilities

Endeavour - the International Student Adviser (ISA) on each campus is responsible for maintaining course progression and enrolment of all international students upon the student record and ensuring enrolment conditions are adhered to.

Martin HE - the Associate / Heads of Department (Ass/HODs) are responsible for maintaining course progression all international students and ensuring enrolment conditions are adhered to.

Martin HE - the International Student Adviser (ISA) on each campus is responsible for maintaining appropriate enrolment of all international students upon the student record and ensuring enrolment conditions are adhered to.

All Colleges - The Director of Education is ultimately responsible for ensuring that all staff fulfil their role in assisting students to progress academically which includes identifying students at risk and implementing intervention strategies.

## Enrolment Monitoring

The ISA is responsible for ensuring students are enrolled in the correct subjects each study period. This must be completed one week prior to the study period start date. The ISA will contact students who are not enrolled in subjects who do not have a valid documented reason for any amendments to their study plan as set out in the relevant course outline and adjust enrolment in consultation with the student if necessary. The ISA is also responsible for ensuring that students complete pre-requisites and carry forward failed subjects as required to ensure course completion in alignment with the CoE. An enrolment check for all international students should occur prior to the commencement of the teaching period. International students can only request an amendment to their study plan with their ISA.

## Online Study Monitoring

ISAs are responsible for verifying that all subjects (including online) undertaken by students during their final semester/trimester of study have a results release dates prior to the end date on the student's CoE.

ISAs must also monitor the proportion of the student's course studied online to ensure:

- no student studies more than 25% of the total course online.

Study Group Australia Higher Education Division: Australian College of Natural Medicine Pty Ltd (ACNM) trading as Endeavour College of Natural Health, Wellnation; Study Group Australia Pty Limited trading as Martin College, Martin Higher Education

- students are enrolled in at least one face to face subject in each semester/trimester.

If international students are unable to study the required on campus subjects, the ISA must discuss student options with the National HE Compliance Manager. Any allowed special arrangement on a case by case basis will be documented on the student's file and the student will be reminded in writing of their visa requirements relating to online study limits.

## Course Duration Monitoring

The ISA is responsible for ensuring that international students studying on a student visa are on track to complete their course by their CoE end date and that these students remain enrolled in a full time workload at all times unless:

- the student's enrolment load has been reduced as part of a documented intervention strategy
- a special circumstances application has been approved and allows for an extension of time to complete studies
- a credit application is approved and this results in a reduced workload being undertaken.

## Course Progress

ISAs (Endeavour) / Ass/HODs (Martin HE) collate student results electronically within 1 week of grade release dates. The ISA / Ass/HOD is responsible for collating and reviewing course progress data to determine if an intervention strategy is required. At a minimum, the ISA / Ass/HOD will implement an intervention strategy if a student fails a single subject in a semester/trimester. If an intervention strategy is required the ISA / Ass/HOD will communicate with relevant Academic Staff / Compliance staff to determine an appropriate intervention strategy. The ISA / Ass/HOD will then arrange a meeting with the student (and possibly other relevant academic staff member/s) to implement the intervention strategy. The intervention strategy must be agreed to and signed by all present at this meeting including the student, ISA / Ass/HOD and other academic staff member (if relevant).

The ISA / Ass/HOD is responsible for providing the original signed documentation to the National HE Compliance Manager and advising if the strategy impacts upon the CoE end date. A copy of the intervention strategy must also be supplied to all lecturers who teach the student to monitor adherence to the strategy and advise of any alterations that may be required or non adherence on the part of the student to the signed strategy. If the

student has indicated that they have engaged an education agent the agent will also be supplied with a copy of the intervention strategy.

A number of factors may result in an intervention strategy being activated for a student. These factors and the staff member/s responsible for completing a Student at Risk Form and alerting the ISA / Ass/HOD that implementation of an intervention strategy is required are shown in the table below titled “Factors Used to determine if an Intervention Strategy is required”. Students who have performed poorly on admission enabling courses / tests and/or have self-disclosed the need for learning assistance may also report directly to the ISA / Ass/HOD for the implementation of an intervention strategy.

## Reporting Unsatisfactory Course Progress

**An international student is deemed to have made unsatisfactory course progress if:**

- the student receives a final grade lower than a Pass or is deemed not yet competent in more than 50% of subjects undertaken in any two semesters/trimesters
- the student receives a grade lower than a pass or is deemed not yet competent in a subject or its equivalent twice

If a student fails to achieve satisfactory course progress as set out above the ISA (Endeavour) / Ass/HOD (Martin HE) advises the National HE Compliance Manager, who will prepare an Intention to Report Letter.

## Credit Transfer

If course credit is awarded to a student as per the Credit Transfer Procedure - HE the responsible ISA must create a study plan for the student and determine the new course finish date and advise the National HE Compliance Manager of any amendments required to the CoE end date.

The National HE Compliance Manager must update PRISMS if the awarding of course credit results in shortening of the course duration before the student visa is granted, the actual net course duration (as reduced by course credit) must be shown in the student’s CoE.

If course credit is approved after the student visa is granted and results in shortening of the course, the National HE Compliance Manager must record the change in duration through PRISMS.

## Student Records

Study Group Australia Higher Education Division: Australian College of Natural Medicine Pty Ltd (ACNM) trading as Endeavour College of Natural Health, Wellnation; Study Group Australia Pty Limited trading as Martin College, Martin Higher Education

The Student Records Officer creates the student's record in the Student Management System and in PRISMS for the original CoE.

The National HE Compliance Manager must record all variations to the student's enrolment duration in PRISMS, this includes extending and reducing the duration of study specified on a student's CoE and amend the student record CoE end date accordingly.

## Tables Outlining Responsibilities

### Enrolment Monitoring

<b>Task</b>	<b>Staff Member Responsible</b>
Include CoE end date on the student record	Student Records Officer
Monitor enrolment load	ISA
Monitor online study load	ISA
Monitor fulfilment of prerequisite subjects	ISA
Monitor course progress against CoE end date and advise of any amendments required	ISA
Adjust CoE end date on the student record (if necessary)	National HE Compliance Manager

### Factors Used to determine if an Intervention Strategy is required:

<b>Factor</b>	<b>Staff member responsible for submitting a Student at Risk Form</b>
A medical condition or disability significantly impairs a student's ability to study	Student Advisor or Relevant Academic Staff
Language, Literacy and Numeracy (LNN) skills including English language or academic writing require improvement	Relevant Academic Staff
Failure of an assessment item	Relevant Academic Staff
Repeated variation of enrolment	ISA
Failure to complete a mandated assessment element, field or clinical work, or practicum in a subject	Relevant Academic Staff
Lecturer (or lecturers) independently identify a student as being at risk of failing a subject or course	Relevant Academic Staff

due to any other factor	
-------------------------	--

### Responsibility for Intervention Strategy Implementation

<b>Task</b>	<b>Responsible staff member</b>
Assessing a student as being at risk	Academic Staff and ISAs
Coordinate intervention meeting and strategy	ISA (Endeavour) / AssHOD (Martin HE)
Develop Strategy prior to meeting	ISA (Endeavour) / AssHOD (Martin HE) / National HE Compliance Manager (and Academic Staff member if relevant)
Implementation and adherence to Intervention Strategy	ISA (Endeavour) / AssHOD (Martin HE) / National HE Compliance Manager / Academic Staff

### Monitoring Course Progress – Responsibilities

<b>Task</b>	<b>Responsible staff member</b>
Updating student results on the Learning Management System	Academic Staff
Monitoring course progress and alerting National HE Compliance Manager of instances of unsatisfactory course progress	ISA (Endeavour) / AssHOD (Martin HE)
Recording variations to student enrolment on PRISMS	National HE Compliance Manager
Referral to support services - counselling, tutoring, study skills, language, literacy and numeracy	ISA (Endeavour) / AssHOD (Martin HE) / National HE Compliance Manager

### Reporting Unsatisfactory Course Progress

<b>Task</b>	<b>Responsible staff member</b>
Identify students who have failed to achieve satisfactory course progress	ISA (Endeavour) / AssHOD (Martin HE)

Prepare and sign Intention to Report - Progress letter	National HE Compliance Manager
Upload all copies of correspondence with student to the electronic student record and advise National HE Compliance Manager	ISA (Endeavour) / AssHOD (Martin HE)

## Credit Transfer

Task	Responsible Staff Member
Update records in PRISMS as necessary to reflect accurate course duration	National HE Compliance Manager
Create study plan in consultation with senior Academic and student	ISA

## PART B

**Note: This section only applies to international students who hold a temporary visa other than a student visa.**

### Enrolment Monitoring

Admissions Advisors are responsible for collecting a copy of temporary visas other than student visas. If the visa provided does not cover the duration of the course the student must accompany their application with an explanation that sets out the way they plan to complete the course.

The ISA is responsible for ensuring students are enrolled in the correct subjects each study period. This must be completed one week prior to the study period start date. The ISA will contact students who are not enrolled in subjects who do not have a valid documented reason for any amendments to their study plan as set out in the relevant course outline and adjust enrolment in consultation with the student if necessary. The ISA is also responsible for ensuring that students complete pre requisites and carry forward failed subjects as required to ensure course completion. An enrolment check for all international students should occur prior to the commencement of the teaching period. International students can only request an amendment to their study plan with their ISA.

### Study options

As there is no limit to the amount of online study that may be undertaken by international

students who hold a temporary visa other than a student visa. These students may also study part-time (see definition).

ISA's are responsible for ensuring that students that study part time enrol in units representing a minimum of 50% of the normal full-time study load for the qualification.

## Course Progress

ISAs (Endeavour) / Ass/HODs (Martin HE) collate student results electronically within 1 week of grade release dates. The ISA / Ass/HOD is responsible for collating and reviewing course progress data to determine if an intervention strategy is required. At a minimum, the ISA / Ass/HOD will implement an intervention strategy if a student fails a single subject in a semester/trimester. If an intervention strategy is required the ISA / Ass/HOD will communicate with relevant Academic Staff to determine an appropriate intervention strategy. The ISA / Ass/HOD will then arrange a meeting with the student (and possibly a relevant academic staff member) to implement the intervention strategy. The intervention strategy must be agreed to and signed by all present at this meeting including the student, ISA / Ass/HOD and academic staff member (if relevant).

The ISA / Ass/HOD is responsible for uploading the signed intervention strategy to the student record and forwarding a copy of the original signed documentation to the National HE Compliance Manager. A copy of the intervention strategy must also be supplied to all lecturers who teach the student to monitor adherence to the strategy and advise of any alterations that may be required or non adherence on the part of the student to the signed strategy.

A number of factors may result in an intervention strategy being activated for a student. These factors and the staff member/s responsible for completing a Student at Risk Form and alerting the ISA / Ass/HOD that implementation of an intervention strategy is required are shown in the table below titled "Factors Used to Determine if an Intervention Strategy is Required". Students who have performed poorly on admission enabling courses / tests and/or have self-disclosed the need for learning assistance may also report directly to the ISA / Ass/HOD and request that an intervention strategy be implemented.

## Consequences for Failing to Achieve Satisfactory Course Progress:

**An international student is deemed to have made unsatisfactory course progress if:**



- the student receives a grade lower than a Pass or is deemed not yet competent in more than 50% of subjects/units of study undertaken in any two semesters/trimesters
- the student receives a grade lower than a pass or is deemed not yet competent in a subject/unit of study or its equivalent twice

International students studying on temporary visas other than student visas who do not achieve satisfactory course progress may be excluded from further study as per the Deferral, Suspension and Cancellation Policy or restricted in the amount of study they can undertake. A student excluded from study under this clause has the right of appeal as per the Complaints and Appeals Policy – International.

The Director, Student Services is responsible for assessment of all applications to undertake a subject that a student had repeatedly (twice) not successfully completed in isolation from any further study and advising the Director of Education of the student meeting the criteria for exclusion.

The Director of Education is responsible for determining if a student should be excluded from study and the length of any exclusion and will inform such students of the College's intention to exclude them and cancel their enrolment by letter.

## Credit Transfer

In certain circumstances students may apply for course credit for subjects/units of study studied previously at other institutions. The process for applying for course credit is set out in the Credit Transfer Procedure - HE and Credit Transfer Procedure – VET.

## Tables Outlining Responsibilities

### Enrolment Monitoring Responsibilities

<b>Task</b>	<b>Staff Member Responsible</b>
Monitor enrolment load	ISA
Monitor fulfilment of prerequisite subjects	ISA

### Factors Used to determine if an Intervention Strategy is required:

<b>Factor</b>	<b>Staff member responsible for submitting a Student at Risk Form</b>
Student is not on track to receive their award within	ISA (Endeavour) / AssHOD

the relevant cut off period (as outlined in PART A of the Course Duration and Progress Policy)	(Martin HE)
A medical condition or disability significantly impairs a student's ability to study	Student Advisor or Relevant Academic Staff
Language, Literacy and Numeracy (LNN) skills including English language or academic writing require improvement	Relevant Academic Staff
Failure of an assessment item	Relevant Academic Staff
Repeated variation of enrolment	ISA or National HE Compliance Manager
Failure to complete a mandated assessment element, field or clinical work, or practicum in a subject	Relevant Academic Staff
Lecturer (or lecturers) independently identify a student as being at risk of failing a subject or course	Relevant Academic Staff

### Intervention Strategy Implementation

<b>Task</b>	<b>Responsible staff member</b>
Assessing a student as being at risk	Academic Staff and ISAs
Coordinate intervention meeting and strategy	ISA (Endeavour) / AssHOD (Martin HE)
Develop Strategy prior to meeting	ISA (Endeavour) / AssHOD (Martin HE) / National HE Compliance Manager (and Academic Staff member if relevant)
Implementation and adherence to Intervention Strategy	ISA (Endeavour) / AssHOD (Martin HE) / National HE Compliance Manager and Academic Staff

### Monitoring Course Progress – Responsibilities

<b>Task</b>	<b>Responsible staff member</b>
Updating student results on the Learning Management System	Academic Staff

Monitoring course progress and alerting National HE Compliance Manager of instances of unsatisfactory course progress	IISA (Endeavour) / AssHOD (Martin HE)
Supplying correspondence to International Students	National HE Compliance Manager
Recording variations to student enrolment	National HE Compliance Manager
Referral to support services - counselling, tutoring, study skills, language, literacy and numeracy	ISA (Endeavour) / AssHOD (Martin HE) / National HE Compliance Manager

### Exclusion for Unsatisfactory Course Progress

Task	Responsible staff member
Identify students who have failed to achieve satisfactory course progress and notify DSS	ISA (Endeavour) / AssHOD (Martin HE)
Advise DoE of student meeting exclusion criteria	DSS
Prepare letter template to initiate exclusion	DOE
Scan and forward copies of all correspondence with student and forward to National HE Compliance Manager for filing.	Office of the DoE
Upload all copies of correspondence to student record.	National HE Compliance Manager

#### Definitions:

**DET** – Department of Education

**DIBP** – Department of Immigration and Border Protection

**ESOS** – [Education Services for Overseas Students](#). A legislative framework, administered by the Australian Government, addressing the responsibility of education institutions towards overseas students.

**PRISMS** – [Provider Registration and International Students Management System](#). A secure computer system that contains details of all education institutions, their courses and every student studying in Australia on a **student visa**.

## **CoE – Confirmation of Enrolment**

**Part-Time student** –a student whose regular pattern of attendance is less than the full time equivalent (FTE) study load; i.e. an FTE of less than 1. In order to ensure course progression, the FTE of a part time student must be a minimum of .5 for subjects attributed to a given semester of study (thus allowing for online study intakes).

**Successful Completion of a Subject** - a subject is deemed to have been successfully completed if the student receives a grade of Pass or above (higher education courses).

## **Unsatisfactory Course Progress**

- The student receives a grade lower than a Pass or is deemed not yet competent in more than 50% of subjects/units of study undertaken in any two semesters/trimesters
- The student receives a grade lower than a pass or is deemed not yet competent in a subject/unit of study or its equivalent twice.

## Further Information:

**Related Policies:**            [\*Attendance Policy – International\*](#)  
[\*Course Duration and Progress Policy - International\*](#)  
[\*Complaints and Appeals Policy - International\*](#)  
[\*Assessment Policy – Higher Education\*](#)

**Related Procedures:**        [\*Complaints and Appeals Procedure – International\*](#)

**Related Documents:**        [\*Intervention Strategy Form\*](#)  
[\*Report Notice - Progress\*](#)  
[\*Intent to Report letter - Progress\*](#)  
[\*Student at Risk Form – Online or On Campus\*](#)

**Guidelines:** Nil

<b>Procedure Author:</b>	Leonne Sharkey, Quality and Compliance Coordinator
<b>Procedure Owner:</b>	National HE Compliance Manager
<b>Contact:</b>	National HE Compliance Manager
<b>Approval Body:</b>	Director, Student Services
<b>Procedure Status:</b>	Harmonised
<b>Responsibilities for Implementation:</b>	<ul style="list-style-type: none"> <li>• <i>Director, Student Services (DSS)</i></li> <li>• <i>Directors of Education</i></li> <li>• <i>Student Services Team</i></li> <li>• <i>Academic Staff</i></li> <li>• <i>National HE Compliance Manager</i></li> </ul>
<b>Key Stakeholders:</b>	<ul style="list-style-type: none"> <li>• <i>Director, Student Services (DSS)</i></li> <li>• <i>Directors of Education</i></li> <li>• <i>Student Services Team</i></li> <li>• <i>Academic Staff</i></li> <li>• <i>National HE Compliance Manager</i></li> <li>• <i>International team</i></li> <li>• <i>International students</i></li> </ul>