

Monitoring Course Progress, attendance, and course duration policy

Institution	Universal Higher Education (UHE)
Policy Name	Monitoring Course Progress, attendance, and course duration policy
Policy Governance	Academic Board

1 Purpose

This policy and related procedure relate to international students monitoring of their attendance, course progress, ensuring the students complete the course within the expected duration specified on the overseas student's CoE and the consequent procedures for reporting to Department of Home Affairs (DHA) of unsatisfactory performance.

2 Responsibility

- 2.1 The Chief Academic Officer has the overall responsibility for this policy
- 2.2 Course Coordinator are responsible for recording the information on the student management system and reporting as appropriate for academic related issues.
- 2.3 Student Support office shall only deal with non-academic issues

3 Definitions

Course Progress: The progress of assessment as the student progresses through the course.

Unsatisfactory course progress: Where the student has failed in 50% of the units attempted in any study period.

Satisfactory course progress: attending scheduled classes, participation in tuition activities and successfully completing all assessments and obtaining a (P) Pass in more than 50% of all the units enrolled in the prescribed study period.

Study Period: UHE uses 'semester' (approximately 13 weeks) as the study period for purposes of monitoring the student progress for all courses.

Intervention strategies: effective and appropriate support services e.g. counselling, academic skills for students identified as being at risk of not achieving satisfactory course progress.

Attendance is physical attending class at the appropriate time in the location that the student was advised on enrolment (or any subsequent changes notified).

Non-Attendance is being recorded as absent – either through not being present or being excluded for lateness.

Minimum Attendance means the minimum acceptable level or attendance. Once the student falls below this level then a corrective action plan will be triggered.

4 Policy

4.1 Universal Higher Education (UHE) is a Higher Education provider and is not required to monitor the students' attendance. However, UHE considers a direct correlation between the student's attendance and course progress, hence documents students' attendance but does not report on it.

4.2 Registered providers must assist overseas students through an intervention strategy if they are not achieving satisfactory course progress, and if applicable, attendance before the overseas student's attendance falls below 80 per cent and students' course progress fell below 50 per cent.

4.3 UHE will adopt a proactive approach in monitoring students' course progress and notifying and counselling students who are at risk of failing to meet the accepted course progress requirements. Students who persist in failing to meet course progress requirements – even after attempts by the college to notify and counsel them through the intervention strategy – shall be reported to Department of Home affairs in accordance with the ESOS Act 2000.

4.4 This policy and procedure will be made available to students through the student orientation program, college website and Student Handbook.

4.5 UHE believes that course progress is closely linked to students' active participation in in-class learning and timely completion of major assessments. At the beginning of each term and/or unit, lecturers will provide information on assessment requirements, conditions, assessment due dates and other relevant competency requirements.

- 4.6 Each student's course record shall be recorded on the Student Management System where reports will be extracted regarding all students' course progress.
- 4.7 All students shall be assessed as fail, pass, credit, distinction and higher distinction for each unit within the qualification they are enrolled and complete. The assessment shall be conducted by qualified lecturers using the assessment tools/methods and recording processes as required.
- 4.8 It is the responsibility of the Course coordinator to enter all students' results into the Student Management System.
- 4.9 An Unsatisfactory Course Progress will be noted when a student has failed, in 50% or more of the units attempted in a study period.

Intervention Strategies

Intervention strategies are aimed at providing support to students, so they are not at risk of failing to satisfactorily complete their courses. The Intervention Strategy is documented and recorded on the student's file, both electronically (scanned and uploaded under the student management system) and hardcopy. These should be monitored by the Course Coordinator who has been appointed to deliver/monitor the unit. UHE/Chief Academic Officer will also get once in a fortnight updates from the course coordinator/ lecturers/tutor about at-risk students who show less interest in the class, who are constantly absent from classes, no participation in self-study activities, etc.

Student Course Progress Intervention Strategy Plan: used at any time during the semester where the student is identified at risk of not meeting satisfactory course progress.

Strategies are individually determined to meet the need of the student, and could include, but are not limited to:

- a learning support program
- additional English language or numeracy support
- additional classes, tutoring or learning activities
- advice regarding study habits (e.g. maintaining required class attendance)
- time management for submission of learning activities and assessments
- advising students on the suitability of the course in which they are enrolled
- placing students in alternative subjects within a course or a suitable alternative course
- advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed

- advising alternative ways for students to demonstrate the necessary learning outcomes in areas in which they had not been previously able to demonstrate learning outcomes.
- reduction or change in course load
- where the problem is identified as being a situation requiring professional counselling, UHE refers the student to a professional counselling service available at UHE if the student is happy to attend. Personal and counselling support services which the student may benefit from. Students are encouraged but are not forced to attend counselling.

Attendance Requirements/ Monitoring of Attendance

1. Minimum Attendance – International - for all students is 80% of timetabled sessions.
2. If a student is not consistently attending their course, it is treated in a formal manner as outlined below:
 - a. International students with attendance below the minimum attendance level at the end of the fortnight will be sent a **Low Attendance Caution Letter** outlining their level of attendance and offering them counselling with the Course coordinator to attempt to rectify the problem.
 - b. International students whose attendance has not improved by the 6th week will be sent an **Unsatisfactory Attendance Letter**. This letter will outline the details of their requirement to meet with the Course coordinator to discuss the situation.

Recording of Attendance

1. All students will be marked present/absent by the lecturer/ Tutor, at the commencement and completion of each class using the Student Daily Attendance Sheet.
2. At the end of each class lecturer/ Tutor submits the Student Daily Attendance Sheet to Course coordinator.
3. The Course coordinator or the delegated staff shall input the 'sign-in' and 'sign out' data into the Student Management System which automatically calculates the contact hours attended.
4. Once all information is recorded into the Student Management System all Student Daily Attendance Sheets are stored within the Administration office.

Monitoring of students with unsatisfactory course progress during the first study period

As an early detection process, results from the Student Management System will be checked and monitored by the Course coordinator /lecturers/ Tutors for course progress review. All non-academic issues identified hindering course progress is referred to Student Support Officer

Identifying students at risk

Early Intervention:

By week five of semester, Course Coordinators will have identified commencing students at risk of failing the unit and invite each student by email to an informal meeting to agree on an individualised support program. The support program will be noted in the student system.

End of the First study period:

At the end of first study period, results from the Student Management System will be checked by the Course Coordinator for course progress review. Any student with a fail result in 50% units will be deemed to be 'at risk' and will be contacted in writing via a 1st Warning Letter to attend a formal intervention meeting.

- a. The purpose of this meeting will be:
 - i. To inform the student of the consequences of not achieving satisfactory course progress in consecutive study periods
 - ii. To arrange and agree to an intervention strategy for achieving satisfactory course progress
 - iii. To determine any other reasons for the ongoing unsatisfactory course progress
 - iv. To advise students that they must agree to and participate in an intervention strategy in the holiday period between the ends of the first study period and the beginning of the next study period. During this time, they will re-attempt assessments to try and achieve satisfactory course progress.
 - v. To advise students that if they fail to achieve satisfactory course progress in two consecutive study periods (pass at least 50% of the units in each study period) UHE is obliged to report them to the DHA.

Outcomes, training recommendation actions and agreements of that meeting signed by both the Course Coordinator and the student will be given to the student and a copy kept on the student's file.

Students with 'at risk' status will have to undertake additional catch up classes to complete the units until the course progress matter is resolved or addressed through appropriate intervention strategies/procedures.

Students who fail to achieve desired learning outcomes in a majority or 50% at a minimum of units undertaken during a study period will be advised that this lack of course performance in two consecutive study periods could lead to the student being reported to DHA resulting in the cancellation of his or her visa, depending on the outcome of any appeals process.

Monitoring of students with unsatisfactory course progress during a second consecutive study period.

Notice of Intention to report

Early intervention:

During the second study period, results from the Student Management System will be checked by the Course coordinator for course progress review on students identified as 'at risk' during their first study period. If the student is unable to demonstrate competency in a majority or 50% at a minimum of units during fifth week of the second consecutive study period and has not fulfilled the necessary actions which were agreed upon.

In accordance with the Academic Progress Policy, students identified as at-risk of progressing to probation at the end of first year (e.g. GPA less than 4 or multiple fail grades) will be notified that they are at risk of unsatisfactory academic progress and urged to participate in opportunities designed to improve their academic performance. Students are placed on probationary enrolment if they:

- achieve a semester grade point average of less than 3.0 during the semester under consideration and/or
- are awarded a failing grade in a subject which they have previously failed in their current or any other course of study at UHE

The intervention plan developed during first study period will be reviewed and revised.

End of the Second study period:

If the student has failed to achieve the desired learning outcomes set out in the revised intervention plan, then the Notice of intention to report will be issued.

The second warning letter serves as a Letter of Intention to Cancel Enrolment. This written notice (“Letter of Intention to Report for Unsatisfactory Progress”) will be sent by email. The written notice will inform the Student that he or she is able to access the college’s complaints and appeals process as per ESOS Standard 10 (Complaints and Appeals) and that the student has 20 working days in which to do so. A copy of this letter is retained within the student’s file.

Reporting of student’s breach of visa conditions via PRISMS

If the student chooses not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the college, the college will notify the Secretary of DET through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

Copies of all outcomes and notifications related the appeal process is kept on the student’s file in accordance with the college’s Complaints and Appeals Policy and Procedure.

Note: Where there are less than 3 units to be assessed for the semester, and a student is deemed FAIL in a single unit, the student shall only be sent only the 1st Warning Letter. This is due to the fact that if they are deemed FAIL in more than 1 unit they will fall below the 50% requirement for the term.

Framework for achieving satisfactory Course Progress

Stage of Intervention	Intervention Time
Stage 1: Early detection of, and intervention in, unsatisfactory course progress- Fifth week of the course	Fifth week of First Study Period – email or call from Course coordinator
Stage 2: Unsatisfactory course progress (50% or more Fail of total units) at end of a designated First study period	End of First Study Period - First warning letter and intervention meeting with Course Coordinator within 5 days from the date of publishing results.
Stage 3: No improvement noted in student performance midway through the term and/or student constantly failed to meet the assessment requirements	Fifth week of Second Study Period – Formal meeting with Course coordinator

Stage 4: Unsatisfactory course progress Show cause against Intention to Report	End Second Study Period by course coordinator
Stage 5: Reporting of student's breach of visa conditions via PRISMS	If no formal response is received from the student within 20 working days after letter of intention to report; and after any appeal process has been exercised and exhausted

5 Course Completion within the expected duration of study

UHE will manage student's course progress and workload to ensure the students complete within the specified timeframe as outlined in the Confirmation of Enrolment (COE) and in accordance with the CRICOS registered duration. UHE will not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:

- there are compassionate or compelling circumstances, as assessed by UHE based on demonstrable evidence, or
- UHE will be implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
- an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).

Except in the circumstances listed above, the expected duration of study specified in the students COE must not exceed the CRICOS registered course duration.

If an extension to the duration of the student's enrolment is granted, UHE will advise the student in writing of this decision and of the need for the student to contact Immigration immediately for advice on any potential impacts on their visa, including the need to obtain a new visa.

6 Related Documents

- First Warning Letter
- SHOW CAUSE AGAINST intention to report Letter
- Complaint Form
- Appeals Form
- Outcome of Complaints Letter
- Outcome of Appeals Letter

7 Related policies and procedures

- Complaints and Appeals and Procedure
- Student at risk support policy
- Records Management Policy and Procedure
- Student Support Policy
- Access and Equity policy