

Course Duration and Progress Policy - International

Policy Code: INT-003**Version:** 21.0**Effective Date:** 16 July 2024

Purpose

This Policy applies to all international students enrolled in Higher Education courses and outlines the basic principles governing student progression in a course at the College.

Definition of “College” – *In the higher education sector, the Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health. 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 trading names / entities.*

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 (working holiday visa, tourist visa, student visa etc.) or offshore as an online student. Information that applies only to students studying on specific visa classes (e.g. Student Visa) is specified when relevant. It should be noted that all international students pay fees specified for international students, regardless of visa subclass.*

Scope

- Academic staff
- All campuses
- All governance
- All International students, including those studying on a student visa
- International support staff

Policy Statement

International students studying in Australia must take visa requirements into account in conjunction with course progress considerations. This Policy sets out the way in which the College manages the duration of courses delivered to international students and the way course progress must be managed.

PART A

Note: This section applies to ALL international students, regardless of visa arrangements or course of study.

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 in more than 50% of subjects undertaken in any two semesters; or
- The student receives a final grade lower than a pass in a subject or its equivalent twice.

Student Progression

In order to undertake a course, a student must correctly enrol in that course. The student's progression through to graduation will then be dependent upon the student re-enrolling in the correct sequence of subjects and successful completion of all relevant subjects as listed in the course structure.

Because most courses have defined underpinning knowledge, it is important that subjects be taken in the correct sequence and that students enrol into the subjects nominated in the course outlines per semester. As a general rule, students are expected to complete all subjects in the current year before proceeding to enrol in the next year of study, although subjects that have not been successfully completed may be carried into a future semester.

Students will not be able to enrol in clinical practicum subjects without a current First Aid certificate. In addition, a Working with Children (WWC) Check or its equivalent (i.e.: National Police Check in WA) may be required by the College. Refer to the [Working with Children Checks Policy](#) to identify when the WWC Check is required and timeframes for submission to the College. It is the student's responsibility to maintain currency of their WWC Check for the duration of their studies.

In order to qualify for graduation and receipt of an award, a student must successfully complete all subjects as listed in the relevant Course Structure.

Some course requirements may be considered satisfied by application for advanced standing. Advanced standing may be assessed on formal, non-formal and / or informal learning in accordance with the [Educational Pathways Policy – HE](#).

Student Responsibilities to Ensure Adequate Course Progress

Students must take care to:

- Carefully consider their choice of subjects
- Seek relevant support / professional assistance where a situation arises (e.g.: psychological, medical, emotional, social etc.) that has the capacity to impact upon their academic progress
- Proactively seek and follow advice from a Student Adviser, Access and Equity Officer, or Academic staff member (as relevant)
- Conform to academic requirements, including any enrolment, re-enrolment, assessment and attendance guidelines
- Achieve the minimum progression rate as defined in course regulations and requirements of the subjects
- Make the College aware of any impediment to their academic progress in a timely fashion where appropriate
- Make dedicated use of any tutorial assistance offered by the College
- Provide the College with any updated contact details within seven (7) days of a change (including change of address).

In cases of disability or health conditions that may impact upon study, (excluding registration as an ESL (English as a Second Language) student), it is recommended that students register for the College's [Access and Equity Program](#) to ensure provision of support that ensures equal participation.

In cases where English is a second language, students should register with their local Student Services team as an ESL student to ensure provision of appropriate support and ability to gain reasonable adjustments where necessary.

Intervention Strategies

As per the [Student Code of Conduct - HE](#), students can expect to receive ready access to support services and intervention strategies for ensuring academic, professional and personal success.

The College recognises that there may be times when a student is at risk of academic failure through circumstances which may be beyond their control. Students can be at risk of academic failure for a variety of reasons.

At a minimum, an intervention strategy will be implemented if a student does not successfully complete a subject in a semester. Any of the following factors may also result in an intervention strategy being activated for a student:

- A medical condition or disability that significantly impairs a student's ability to study
- Language, Literacy and Numeracy (LLN) skills including academic writing that require improvement
- A Student Record demonstrating the following:
 - ⌚ Repeated variation of enrolment into other courses of study
 - ⌚ Failure to complete a mandated assessment element, field or clinical work, or practicum in a subject
 - ⌚ Receipt of a final grade lower than a pass for an assessment item
 - ⌚ Where a lecturer (or lecturers) independently identifies a student as being at risk of being unable to successfully complete a subject or course
 - ⌚ Students who have performed poorly on online enabling courses and have self-disclosed the need for learning assistance.

At the end of each study period and after notification of final grades, each International Student Adviser will review local student information and identify any student who is deemed to be at risk of not achieving satisfactory academic progress as set out in this Policy. The student is notified by email that they must attend an appointment with the Student Adviser and an academic staff member to discuss their course progress.

The student is advised:

- On the suitability of the course in which they are enrolled (if appropriate)
- Of any opportunities to be reassessed for assessment tasks
- Resources available to assist the student to improve performance.

An Intervention Strategy is then designed, documented and activated by the International Student Adviser for each 'at risk' student in partnership with the student and an academic staff member. The Intervention Strategy will specify what additional support will be provided to the student at risk of not meeting satisfactory course progress requirements. Intervention Strategies include, but are not limited to:

- Academic skills support
- Additional English support
- Increased monitoring
- A mentor program
- Personal counselling
- Reduction in course load (if possible) and extension of time in which to complete the course.

An Intervention Strategy may also be implemented before the end of a teaching period if a student is identified at risk during the semester by an academic staff member.

It should be noted that, where possible, the College will recommend support services which come at no cost to students as a first priority; however some support services (e.g.: English classes) may require the student to cover additional costs.

Support strategies for Enabling Student Progression

The Student Services Team

The Student Services Team is able to provide advice and direction to students in relation to their academic progress. If a student is showing signs of not coping, absenteeism, continually arriving late or leaving early then the Lecturer may refer them to Student Services who can provide advice and direction about accessing a professional counselling service, including the College's *Student Assistance Program (SAP)*, or appropriate staff.

International Students Orientation

International students are entitled to the same services and support as domestic students. In addition, they are invited to a separate international students' orientation and various events to enable links to be formed with other students from similar backgrounds.

Study Skills

The College offers free study skills modules in the Learning Management System or, for a fee, enrolment into introductory preparation subjects to help support student learning in first year, although students from subsequent years may also access these modules and (for a fee) preparation subjects. In addition, students have access to academic consultation in line with the *Student Consultation Policy – Higher Education*.

Referral for Tutoring Assistance

Some students who experience difficulty with study and / or who identify as having a learning difficulty may require additional assistance to successfully complete their subjects. In such circumstances the lecturer will provide whatever assistance is reasonable and equitable. If further in-depth assistance is required the student is referred to Student Services, from whom a list of tutors registered to provide such tutoring services can be obtained (these services will usually attract an additional fee, to be paid by the student). It is the student's responsibility to contact a tutor and negotiate a commercial rate etc. for tutoring. Lecturers should not provide private tutoring to students in their current classes.

In some subjects (e.g.: certain science-based subjects), free tutoring support classes are held on a regular basis.

Referral for Counselling Services

Some students who experience difficulty with study and / or who identify as having difficulty may require counselling support to successfully complete their subject/s of study. In such circumstances, the lecturer will provide whatever assistance is reasonable and equitable. If further support is required, the student is referred to Student Services.

The College has partnered with Access Programs to provide students with a voluntary and confidential counselling service, known as the *Student Assistance Program (SAP)*. The *Student Assistance Program* can assist when personal, family or related issues are impacting on students' wellbeing or quality of life. Through access to qualified counselors, students have the opportunity to identify problems and find ways of resolving them. This service is free of charge to students for up to three (3) sessions.

If personal counselling is required, the student can be referred to the SAP or relevant agency. It is the student's responsibility to contact a counsellor and negotiate a commercial rate (where applicable), for their service.

Language Literacy and Numeracy

Students who self-identify as having language, literacy or numeracy difficulties or who are identified by a staff member as having language, literacy or numeracy difficulties should refer to the *English Proficiency Policy – Higher Education*.

Students may also be asked to attend an appropriate appraisal session at the discretion of the College; the student may be responsible to arrange the appraisal session and costs may be incurred by the student. Students may be

referred to other external services for assistance in this area and in this case may be liable to pay additional fees if they take advantage of those services.

In some instances, these students may be identified as “at risk” and the College will provide appropriate assistance and advice in accordance with the *English Proficiency Policy – Higher Education* and the *Students at Risk (Academic Standing) Policy – HE*.

Maximum Length of Enrolment

To be eligible for an award, a student must successfully complete all specified requirements for the course they are enrolled in within a maximum number of calendar years, set as follows:

- 4 year qualification; award provided up to 10 years from initial enrolment
- 3.5 year qualification: award provided up to 9 years from initial enrolment
- 3 year qualification; award provided up to 7.5 years from initial enrolment
- 2 year qualification; award provided up to 5 years from initial enrolment
- 1 year qualification; award provided up to 2.5 years from initial enrolment
- 6 month qualification; award provided up to 18 months from initial enrolment

Please note that Course Structures may change during this time and students will need to transition into the revised course structure without disadvantage (see Definitions).

Transition of degrees will not, in general, alter the maximum amount of time that the student has to complete the course from the time of initial enrolment. However, in instances where a course has been discontinued, if a student wishes to complete their qualification, the maximum amount of time may be shortened and the student will be provided with a teach-out plan.

A student's inability to complete a course within the required time is an indicator that the student needs to review circumstances which may be mitigating against adequate performance.

If a student fails at the end of a teaching period, they must repeat the subject within the next Semester or within the next two online intakes. This means that students enrol in one fewer “new” subjects in order to “carry over” the subject they need to repeat from the previous teaching period. This is to ensure a proper sequence of subjects and pre-requisites. Sometimes subjects are not always available in all semesters or their scheduling is difficult for part time students. If this is the case, the student must take the repeated subjects as soon as possible (in the very next teaching period that the subject is offered). This must be arranged via consultation with the relevant Head of Department.

Right of Appeal

A student excluded from study under this Policy has the right of appeal as per the *Complaints and Appeals Policy - International*.

PART B

Note: This section only applies to student visa holders

Study Options

The College must ensure that students studying on a student visa:

- Undertake no more than one-third of a total course in the online mode of study and are not enrolled exclusively in online mode of study in any one semester.
- **Students are enrolled in at least one (1) face to face subject in each semester.**

Course Progress within Duration Shown on CoE

The requirements for satisfactory course progress and the circumstances in which the College may extend the duration of a student's enrolment are set out below as required by Standards of the *National Code 2018*.

If a student is studying on a **student visa**, it is a condition of that visa that satisfactory course progress is maintained. Students must ensure that results for online intakes are released by their CoE end date if they enrol in an online subject during their final semester of study.

Completion within Expected Duration

International students studying in Australia on a **student visa** must always be in a position to complete their studies in the duration specified in their Confirmation of Enrolment (CoE). International students studying on a **student visa** must remain enrolled in a full time workload at all times unless the enrolment load has been reduced as part of a documented Intervention strategy, approved special circumstances application or approved credit application implemented by the College. Changes to the CoE duration may result in the need for a new student visa application. Students are responsible for the payment of all fees associated with student visa applications.

Consequences for Failing to Achieve Satisfactory Course Progress

Students studying on a student visa who are assessed as failing to achieve satisfactory course progress as set out on page 2 of this Policy will be issued an Intention to Report letter which informs the student that the College intends to report the student's unsatisfactory progress to the Department of Home Affairs (DHA) (Immigration). This is a requirement of the *Education Services for Overseas Students (ESOS) Act 2000* and the *National Code 2018*.

The student will be notified within this letter that they have 20 working days (approximately 28 days) to appeal against the College's intent to report, consistent with the *Complaints and Appeals Policy – International*.

The College must notify DHA through PRISMS if a student has not achieved satisfactory course progress as soon as practicable, but no later than two (2) business days from the date when the outcome of the complaints and appeals process is known if:

- The internal and external complaints processes have been completed and the decision or recommendation supports the College; or
- The student does not access the College's internal complaints and appeals process within 20 working days; or
- The student chooses not to access the external complaints and appeals process; or
- The student withdraws from the appeals process (internal or external) and notifies the College in writing.

If the outcome of the complaints and appeals process at any stage is in favour of the student, the student will not be reported through PRISMS.

If the student is reported through PRISMS for unsatisfactory course progress, the College will issue the student with a letter to inform the student that they have been reported to DHA for unsatisfactory course progress. DHA will then attempt to contact the student using the last address provided to the College registered on PRISMS. Students are also advised to contact DHA at this time to discuss any impact on their student visa.

If DHA is unable to contact the student it may result in automatic cancellation of the student's visa. For this reason it is vital that students provide the most up to date contact details to the College at all times. These details will be updated by the College on PRISMS within two (2) working days of notification of the change.

Intervention Strategy: Additional Requirements for Student Visa Holders

The College's Intervention Strategy sets out various strategies that may be employed to assist students to progress through a course consistent with the timeframe set out in their CoE.

The College may extend the duration of a student's CoE as part of a documented intervention strategy to allow the student time to repeat necessary subjects or to vary the student's enrolment load. Any such changes must be recorded in PRISMS and documented on the student's file.

If a student receives a final grade lower than a pass, they will be withdrawn prior to census date from any other subjects for which that subject is a prerequisite and an Intervention Strategy will be implemented to ensure the student's enrolment remains compliant with *National Code 2018* requirements.

Credit Transfer

In certain circumstances students may apply for course credit for subjects studied previously at other institutions. The process for applying for course credit is set out in the *Credit Transfer Procedure – HE to HE*.

For students who are studying on an Australian **student visa**:

- 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; or
- if course credit is granted after the student visa is granted and results in shortening of the course, the change of duration must be recorded through PRISMS.

College Responsibilities – Student Records

The College 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.

PART C

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

Study Options

International students who do not hold a student visa may study part-time (see *Definition*). There is no limit to the amount of online study that may be undertaken by international students who are **NOT** studying on a student visa.

Part-time students are responsible for maintaining appropriate progression throughout the course to ensure they complete their course within the maximum length of enrolment specified in this Policy. This may require them to enrol in final subjects from one year concurrent with subjects from the next year to aid in their progression. Part-time students should consult with the relevant Head of Department / Associate Head of Department / Course Coordinator if course timetabling is limiting their progression.

International students who do not hold a student visa and choose to enrol in a course must be able to demonstrate that they will be able to complete the course. These students must advise the College in writing of the way in which they intend to complete the course in accordance with any conditions of their visa.

A student's inability to complete a course within the required time is an indicator that the student needs to review circumstances which may hinder performance.

Consequences for Failing to Achieve Satisfactory Course Progress

Students who do not achieve satisfactory course progress as set out in this Policy may be excluded from further study as per the *Deferring Suspending or Cancelling Enrolment Policy - International* 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*.

A letter from the Director of Education will be sent to inform such students of the College's intention to exclude them and cancel their enrolment. The student may not enrol in any subject or course in any sector of the College during the period of exclusion. The period of exclusion will be determined by the Director of Education but will not exceed a maximum of twelve (12) months. At the expiration of a period of exclusion, the student does not have automatic right of re-admission to the course or to the College and must apply for re-admission.

Students who have been excluded may apply for re-admission to their original course of study or for admission to a different course of study after the period of exclusion has passed. Students will be required to apply formally for re-admission through the normal channels.

The rules for the course that are current at the time of any re-admission will apply to the student's re-enrolment.

As a student's enrolment is terminated during a period of exclusion, the student will not have access to College premises or facilities, except with the written permission of the Director of Education.

A student who is excluded from the College shall not be granted academic credit for subjects completed at another Higher Education institution during the period of exclusion, except with the written approval of the Director of Education.

Where a student has been excluded due to unsatisfactory academic performance, they may apply in writing to the Director of Education for approval to undertake a subject that they have repeatedly (twice) not successfully completed in isolation from any further study during the exclusion period.

Credit Transfer

In certain circumstances students may apply for course credit for subjects studied previously at other institutions. The process for applying for course credit is set out in the *Credit Transfer Procedure – HE to HE*.

Definitions

CoE – Confirmation of Enrolment

DHA – Department of Home Affairs (Immigration)

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

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 0.5 (50%) for subjects attributed to a given semester of study (thus allowing for online study intakes).

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**.

<https://prisms.education.gov.au/Logon/Logon.aspx>

Student – an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

Successful Completion of a Subject -

A subject is deemed to have been successfully completed if the student receives a final grade of Pass or above.

Unsatisfactory Course Progress -

- The student receives a final grade lower than a Pass in more than 50% of subjects undertaken in any two semesters
- The student receives a final grade lower than a Pass in a subject, or its equivalent, twice.

Related Procedures

Complaints and Appeals Procedure – International

Course Duration and Progress Procedure - International

Credit Transfer Procedure - HE to HE

Deferral, Suspension and Cancellation Procedure - International



Further Information

Related Policies

Complaints and Appeals Policy – International

Deferring Suspending or Cancelling Enrolment Policy - International

Educational Pathways Policy – HE

English Proficiency Policy – Higher Education

Student Code of Conduct - HE

Student Consultation Policy – Higher Education

Student Misconduct Policy – Higher Education

Student Support Services Policy – International

Students at Risk (Academic Standing) Policy – HE

Working With Children Checks Policy

Related Documents

Access and Equity Program

Intent to Report - Progress

International Intervention Strategy - Form

Report Notice - Progress

Student Assistance Program

Study Plan – Credit Transfer

Guidelines

Not Applicable

Benchmarking

Christian Heritage College

THINK Education Group

University of Western Sydney

Supporting Research and Analysis

Not Applicable

Related Legislation

Education Services for Overseas Students (TPS Levies) Act 2012 (Cth).

Education Services for Overseas Students Act 2000 (Cth).

Education Services for Overseas Students Regulations 2001 (Cth).

National Code 2018 (Cth).

Review and Approval

Policy Author

Quality and Compliance Coordinator

Policy Owner

Director, Student Services & Retention

Contact

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Approval Body

College Council
Meeting date: 12 July 2013

Policy Status

Revised

Responsibilities for Implementation

- Access and Equity Officers
- Director of Education
- Director, Student Services and Retention
- Heads of Department / Associate Heads of Department / Course Coordinators
- National Quality, Governance & Compliance Manager

Key Stakeholders

- Director of Education
- Director, Student Services and Retention
- International Students
- National Quality, Governance & Compliance Manager
- Student Advisers, Student Services