

## *Academic*

# *Course Progression*

### APPROVAL

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<b>OWNER</b>	Principal
<b>VERSION</b>	7.0
<b>APPROVAL AUTHORITY</b>	CEO and Principal
<b>PUBLISHED DATE</b>	September 2020
<b>REVIEW DATE</b>	September 2023

## **POLICY STATEMENT AND PURPOSE**

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The purpose of this policy is to ensure that ICHM fully complies with the requirements of Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) and Section 104-1A of the Higher Education Support Act 2003. This Policy sets out the policy and procedure (including the Intervention Strategy) for monitoring, recording and assessing the course progress of students enrolled in the ICHM programs so that an international student completes the course within the periods of their student visa. Even though it is not required by legislation, ICHM considers the progress of domestic students to be equally relevant to international students, and they are covered by this policy. As required by Section 104-1A of the HESA, this policy sets restrictions on FEE-HELP availability.

## **SCOPE**

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This policy applies to all ICHM students.

## **DEFINITIONS**

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“International Student” is defined as a person holding a student visa as determined in the ESOS Act 2000.

“PRISMS” is the Provider Registration and International Students Management System

“Satisfactory Course Progress” is where a student is or has successfully completing/ed all the units of study (including WIL) for which they are enrolled in any study period.

“Study Period” is a period of enrolment which may include a semester, trimester, or term of study, including a period of WIL

“at risk” is where a student has been identified as consistently not submitting assessments or submitting assessments late. The definition also includes where a student is consistently absent from scheduled sessions or is exhibiting behaviour changes which suggest that the student is not likely to achieve pass marks in 50% or more subjects in a study period.

“HESA” is the Higher Education Support Act 2003, amended from time to time

“Student Support Agreement (SSA)” A structured agreement negotiated between ICHM and the student, which clearly articulates the requisite academic and/ or wellbeing support mechanisms necessary to assist a student to successfully complete a course of study. An SS A may also be required for students who have been identified as not meeting an essential admission entry criterion prior to enrolment in a course, or have been identified as needing additional structured support to assist them prior to commencing a course of study.

“Special circumstances” are defined in the Higher Education Support Act 2003 as circumstance which:

- were beyond the students control; and
- did not make their full impact on the student until on or after the census date(s) of the unit(s) in question; and
- were such that they made it impracticable for the student to complete the requirements for the unit(s).

## **POLICY DETAILS**

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ICHM will monitor, record and assess each semester, the course progress of each student. The *ICHM Intervention Strategy* will be implemented to assist students who have been either:

- 1) identified by the Student Support Group and/ or Academic Committee as being at risk of not making satisfactory course progress and/or
- 2) where the student has failed 50% or more of the subjects attempted in a study period and/or
- 3) where the student has failed a subject for the second time.

A record of any and all interventions and the outcome of those interventions will be kept on the student’s file.

As part of the Intervention Strategy a student may be placed on a Student Support Agreement and will be monitored, at a minimum, on a monthly basis by the Student Support Group.

The Academic Committee may recommend to the Principal that a student not be permitted to undertake a WIL Placement if the student is not making satisfactory progress in subjects related to duties to be performed during the WIL Placement and/or where a student has failed 50% or more of the subjects attempted in a study period and/or where the student has failed a subject for the second time.

For ICHM postgraduate courses the following apply:

- Students enrolled in the Graduate Certificate who successfully complete two of the four core subjects can progress to the Graduate Diploma.
- Students enrolled in the Graduate Diploma who successfully complete all eight subjects can progress to the Masters.

The Academic Committee may recommend to the Principal that a student be exited from the course where:

- The student has been identified as not making satisfactory course progress in two consecutive study periods and
- An intervention strategy was implemented after the student was assessed as not making satisfactory course progress at the end of the first compulsory study period after which the student was again assessed as not making satisfactory progress at the end of the second consecutive compulsory study period.

For the purposes of assessing course progress, failure to achieve a pass grade on a WIL Placement, assuming no enrolment in other academic subjects, is deemed to be a failure of 100% of subjects in which the student is enrolled in a single study period.

Reporting an international student to the Department of Home Affairs for unsatisfactory course progress occurs only when:

- the international student has been identified as not making satisfactory course progress in two consecutive compulsory study periods; and
- an intervention strategy was implemented after the international student was assessed as not making satisfactory progress at the end of the first compulsory study period, after which the international student was again assessed as not making satisfactory progress at the end of the second compulsory study period; and
- the international student has not made a successful appeal against the Intention to Report to the Department of Home Affairs.

If an international student is identified for a second, but not consecutive, study period as not making satisfactory course progress, ICHM does not report the international student for unsatisfactory course progress.

Where a new student has not fully met the normal entry requirements of the course/s they may be invited to enrol on condition that the student enters into a Student Support Agreement. The decision to offer such enrolment is the determination of the Principal or Program Director Academic.

Where a student is placed on a Student Support Agreement and the student fails to meet the conditions of the Student Support Agreement, this failure to meet the conditions will be taken into account by the Academic Committee when assessing progression to further study and/or WIL Placement.

### **FEE-HELP Eligible Students**

Section 104-1A applies to a domestic student who has undertaken a full time load at ICHM and did not successfully complete at least 50% of the study load. Such a student will be ineligible to apply for FEE-HELP to fund future studies.

### **Procedure**

#### ***Monitoring Course Progress***

For each study period, students are enrolled in a load of subjects which, subject to normal academic progression requirements, will allow them to complete their nominated qualification within the accredited duration.

At the beginning of each study period students receive a comprehensive set of materials for each subject which will outline the material to be covered, the workload, the class schedule, the delivery and assessment methods, examination dates (where applicable) and the deadline for the submission of assessments.

Lecturers will assess students in accordance with the requirements outlined in the Subject Statements and must follow the guidelines outlined in the Assessment Policy and Procedure and in the Results, Grades and Awards Policy and Procedure.

A student will be considered to be making satisfactory course progress if they have successfully completed all subjects (or a WIL placement) for each study period.

Monitoring of the overall course progress of all students is the responsibility of the Registrar, with assistance provided by the Student Support Group which meets at least once a month. The Registrar is responsible for initiating Level 1 of the ICHM Intervention Strategy (see below), and providing updates to the Student Support Group.

Where a student is identified at being at risk of not completing their qualification within the accredited duration (or have been admitted under certain conditions), their ongoing enrolment will be conditional upon them agreeing to enter into a Student Support Agreement (see Level 2 of the ICHM Intervention Strategy below). The Student Support Agreement includes (but is not limited to) the following information:

- The subjects the student has already either completed or attempted
- The subjects the student is currently enrolled in
- The subjects which are yet to be attempted
- The expected completion date of the qualification in which the student is enrolled and the start and end dates of their Confirmation of Enrolment (International Students only)

At risk students will be contacted for a meeting with the Registrar, who may be accompanied by either the Student Welfare Manager and/or Learning Support Advisor to develop the Student Support Agreement. The focus of the meeting and matters to be discussed include a two-way discussion about how well the student is coping with the program overall, subjects passed or not, their personal welfare, attendance and whether or not the student is still able to complete the requirements of the course within the maximum time permitted or, in the case of international students, within the period of the student's visa.

At the end of each study period the ICHM Academic Committee reviews all students' academic results. The Registrar will attend these meetings. Where the Academic Committee identifies a student that may be at risk of not making satisfactory academic progress in future study periods, the Registrar will provide their details to the Student Support Group and their progress will be monitored. The Registrar maintains a *Register of Students at Risk* which will include all students who have failed subjects.

### ***Intervention Strategy***

ICHM's Intervention Strategy will consist of two levels.

#### 1. Level 1.

Where a student is assessed as being "at risk" by either:

- The Admissions Team prior to entry to ICHM (i.e. not meeting an essential entry criterion), or
- During a study period by the Student Support Group, or
- The Academic Committee at the end of a study period

The Registrar, who may be accompanied by either the Student Counsellor & Welfare Advisor and/ or the Learning Support Advisor will meet with the student to discuss the reasons why academic progress is poor. Counselling and additional support will be offered, and the level of intervention will escalate during the study period if academic performance continues to fall. Progress of the student will be monitored by the Student Support Group. A record of all meetings and agreed outcomes will be kept on the students file by the Registrar and a copy given to the student.

## 2. Level 2.

Where the Academic Committee identifies that a student has or is likely not to achieve pass marks in 50% or more subjects in a study period, and/or not be able to complete the qualification in which he/she is enrolled within the maximum period permitted and/or covered by the student visa, the Registrar accompanied by either the Student Counsellor & Welfare Advisor or the Learning Support Advisory will meet with the student to discuss the reasons why academic progress is poor. Counselling and additional support will be offered. As a condition of their ongoing enrolment, the student will be required to sign a Student Support Agreement that will detail the responsibilities of the student and the responsibilities of ICHM to assist the student. This Intervention Strategy will be implemented within the first four (4) weeks of the following study period or sooner if possible once a student is identified as likely not to achieve pass marks in 50% or more subjects in a study period. A copy of the Student Support Agreement and any other agreed outcomes will be put on the students' file.

Specific intervention may include, but not be limited to, the following actions;

- Having students attend regular learning support sessions that may assist student with time management, study skills, exam preparation and essay writing.
- Study sessions with subject specialists.
- One on one tutorial sessions with a paid instructor.
- Counselling that may assist with personal issues that may be affecting progress.
- Reviewing appropriateness of course selection.
- A reduction of course load as long as this does not conflict with student visa conditions and completion of the course within the duration of the student visa and/or maximum period permitted.
- Reasonable adjustments where the student is identified as having a disability.

### **International Students Only**

If a student is identified by the Academic Committee as not making satisfactory progress in a second consecutive compulsory study period, the student will be notified in writing of ICHM's intention to report the student to the Department of Home Affairs for unsatisfactory course progress. The notification of Intent to Report to the Department of Home Affairs will be emailed to the student by the Manager, Admissions & Administration.

## ***Appeal Process***

Where a student has been sent a Notice of Intent to Report to Immigration the email will inform the student that he/she is able to access the ICHM Academic Grievance Policy. The student will be advised that they should follow the Second Stage of the Formal Internal Process outlined in the ICHM Academic Grievance Policy and that they have 20 working days from the date of the Intent to Report to Immigration email to lodge an appeal outlining the reasons for the substandard results and any compassionate or compelling circumstances to explain or justify them.

### ***Compassionate or Compelling Circumstances***

Compassionate or compelling circumstances are generally those beyond the control of the student and have an impact on the student's capacity and/or ability to progress through a course. Please note that these are different to 'special circumstances' as defined by HESA.

These could include:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (evidence may be required)
- major political upheaval or natural disaster in the home country requiring student's emergency travel and this has impacted on his/her studies
- a traumatic experience which could include, but is not limited to, involvement in or witnessing of an accident or a crime committed against the student or the student has been a witness to a crime and this has had impact on the student. These cases should be supported by police or psychologists' reports.

The above are only some examples provided by the Department of Home Affairs of what may be considered compassionate or compelling circumstances. The Principal will exercise their professional judgement and assess each appeal on its individual merits. When determining whether compassionate or compelling circumstances exist, all documentary evidence provided to support the claim will be considered. Copies of these documents, together with a record of why the decision was made will be retained in the student's file.

If the first appeal is successful and the student continues to attend class and sit assessments as required and ICHM offers continuing support and counselling and the student commits to respecting the conditions agreed, the matter will not be referred to the Department of Home Affairs.

If their appeal is not upheld by the Principal, the student will be advised of the external appeal to the Visitor as detailed in the External Independent Review stage outlined in the ICHM Academic Grievance Policy and that they have 10 working days from the date of the advice that their appeal was not successful to lodge a further appeal.

If both appeals are unsuccessful, the Chief Executive Officer will confirm to the Manager of Admissions and Administration that the student's enrolment is to be cancelled and the student shall be reported via PRISMS as "unsatisfactory course progress". The student will be advised by the Manger of Admissions and Administration that this cancellation has been processed and that their enrolment will be terminated.

If the student chooses not to access the ICHM Academic Grievance Policy or within the 20-working day period after receipt of the letter of intent to report, or withdraws from the process, the student will be reported on PRISMS as outlined in the above paragraph.

## **FEE-HELP Eligible Students**

ICHM will notify students that they are ineligible to apply for FEE-HELP until their pass-rate again exceeds 50%.

Where the student has undertaken a WIL placement following an academic study period, Admissions will advise the student of their FEE-HELP 90 days before the start of the next study period.

The student may appeal to the Principal for exemption to the Section 104-1A exclusion, and the Principal shall consider such exemption using the guidelines in Section 104-30

## **SUPPORTING DOCUMENTS (if applicable)**

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Student Support Agreement  
Students at Risk Register

## **RESPONSIBILITIES AND AUTHORITIES**

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The Registrar, with assistance provided by the Student Support Group, is responsible for monitoring the progress of students during their studies at ICHM. The Academic Committee is responsible for recommending that students be placed on a Student Support Agreement. The Registrar is responsible for maintaining the *Register of Students at Risk*. The Manager of Admissions and Administration is responsible for sending notifications of intent to report students and cancellation notifications.

## **ACKNOWLEDGEMENT**

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Not applicable

## **REVIEW**

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The Principal is responsible for the review of this policy for all minor or major changes on a 3 yearly basis.



