

# Course Duration and Progress Procedure - International

**Procedure Code:** PR-039      **Version:** 10.0      **Effective Date:** 9 September 2020

**Related Policy Code:** INT-003      **Related Policy Name:** 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 into 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, the Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health. For the purpose of this procedure, 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. 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

The Student Advisers on each campus are responsible for maintaining course progression and enrolment of all international students upon the student record and ensuring enrolment conditions are adhered to.

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 Student Advisers are responsible for ensuring students are enrolled in the correct subjects each study period. This must be completed one (1) week prior to the study period start date. The Student Advisers 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

Student Advisers are 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 study period. International students can only request an amendment to their study plan with their Student Advisers.

## Online Study Monitoring

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

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

- no student studies more than one-third of the total course online.
- students are enrolled in at least one (1) face to face subject in each semester.

In order to ensure students remain within the allowable online study load for the course, international students will only be allowed to study:

- Up to six (6) credit points of a full-time study load online within the first four (4) semesters of any CRICOS-registered Bachelor degree.
- Any online-available subjects offered within the remaining two (2) – 4 semesters of the Bachelor degree structure.

If international students are unable to study the required on campus subjects or wishes to study more than the above allowance online in any semester, the Student Adviser must discuss student's options with the National Quality, Governance and Compliance Manager. Any allowed special arrangement on a case by case basis will be documented on the student's file through an intervention plan and the student will be reminded in writing of their visa requirements relating to online study limits.

## Course Duration Monitoring

The Student Advisers are 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

The Office of Student Records collates student results electronically within one (1) week of grade release dates. The National Student Records Manager and National Quality, Governance and Compliance Manager are responsible for collating and reviewing course progress data to determine if an intervention strategy is required, and will contact the relevant Student Adviser. At a minimum, the College will implement an intervention strategy if a student fails a single subject in a study period. If an intervention strategy is required the Student Adviser will communicate with relevant Academic Staff / Operational Staff to determine an appropriate intervention strategy. The Student Adviser will then arrange a meeting with the student and the National Quality, Governance and Compliance Manager (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, Student Adviser, National Quality, Governance and Compliance Manager and other academic staff member (if relevant).

The Student Adviser is responsible for providing the original signed documentation to the National Quality, Governance and 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 Student Adviser 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 Student Adviser 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 (2) 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 Student Adviser or National Student Records Manager advises the National Quality, Governance and Compliance Manager, who will prepare an *Intention to Report Letter - Progress*.

The letter advises the student that they have 20 working days to appeal this intention. 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.

On the outcome of the complaints and appeals process (as above), the National Quality, Governance and Compliance Manager, will prepare a *Report Letter – Progress* and send it directly to the student via email and hard copy mail. The student will be reported through PRISMS on the same day as the letter is sent.

If the outcome of the complaints and appeals process is in the student's favour, the student will not be reported through PRISMS however their progress will continue to be monitored.

## Credit Transfer

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

The National Quality, Governance and 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 Quality, Governance and Compliance Manager must record the change in duration through PRISMS.

## Student Records

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



The National Quality, Governance and 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 amending the student record CoE end date accordingly.

## Tables Outlining Responsibilities

### Enrolment Monitoring

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

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

Factor	Staff member responsible for submitting a Student at Risk Form
A medical condition or disability significantly impairs a student's ability to study	Student Adviser or Relevant Academic Staff
Language, Literacy and Numeracy (LLN) skills including English language or academic writing require improvement	Relevant Academic Staff
Failure of an assessment item	Relevant Academic Staff
Repeated variation of enrolment	Student Advisers
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 due to any other factor	Relevant Academic Staff

### Responsibility for Intervention Strategy Implementation

Task	Responsible staff member
Assessing a student as being at risk	Academic Staff and Student Advisers
Coordinate intervention meeting and strategy	Student Advisers
Develop Strategy prior to meeting	Student Advisers / National Quality, Governance and Compliance Manager (and Academic Staff member if relevant)
Implementation and adherence to Intervention Strategy	Student Advisers / National Quality, Governance and Compliance Manager / relevant Academic Staff



## Monitoring Course Progress – Responsibilities

Task	Responsible staff member
Updating student results on the Learning Management System	Academic Staff
Monitoring course progress and alerting National Quality, Governance and Compliance Manager of instances of unsatisfactory course progress	Student Advisers / National Student Records Manager
Recording variations to student enrolment on PRISMS	National Quality, Governance and Compliance Manager
Referral to support services - counselling, tutoring, study skills, language, literacy and numeracy	Student Advisers

## Reporting Unsatisfactory Course Progress

Task	Responsible staff member
Identify students who have failed to achieve satisfactory course progress	Student Advisers / National Student Records Manager
Prepare and sign Intention to Report - Progress letter	National Quality, Governance and Compliance Manager
Prepare and sign Report - Progress letter	National Quality, Governance and Compliance Manager
Upload all copies of correspondence with student to the electronic student record	Student Advisers / National Student Records Manager / National Quality, Governance and Compliance Manager

## Credit Transfer

Task	Responsible Staff Member
Update records in PRISMS as necessary to reflect accurate course duration	National Quality, Governance and Compliance Manager
Create study plan in consultation with senior Academic and student	Student Advisers

## PART B

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

## Enrolment Monitoring

Student Enrolment Advisers 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 Student Advisers are responsible for ensuring students are enrolled in the correct subjects each study period. This must be completed one (1) week prior to the study period start date. The Student Advisers 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 Student Advisers are 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 study period. International students can only request an amendment to their study plan with their Student Adviser.

## 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).

Student Advisers 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

The Office of Student Records collate student results electronically within one (1) week of grade release dates. The National Student Records Manager is responsible for collating and reviewing course progress data to determine if an intervention strategy is required. At a minimum, the College will implement an intervention strategy if a student fails a single subject in a study period. If an intervention strategy is required the Student Adviser will communicate with relevant Academic Staff to determine an appropriate intervention strategy. The Student Adviser 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, Student Adviser and academic staff member (if relevant).

The Student Adviser is responsible for uploading the signed intervention strategy to the student record and forwarding a copy of the original signed documentation to the student. 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 Student Adviser 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 Student Adviser and request that an intervention strategy be implemented.

## Consequences for Failing to Achieve Satisfactory Course Progress:

**Under this section, 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 study periods
- the student receives a grade lower than a pass or is deemed not yet competent in a subject 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 *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*.

The Director, Student Services & Retention 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

Task	Staff Member Responsible
Monitor enrolment load	Student Advisers
Monitor fulfilment of prerequisite subjects	Student Advisers

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

Factor	Staff member responsible for submitting a Student at Risk Form
Student is not on track to receive their award within the relevant cut off period (as outlined in PART A of the <i>Course Duration and Progress Policy</i> )	Student Advisers
A medical condition or disability significantly impairs a student's ability to study	Student Adviser or Relevant Academic Staff
Language, Literacy and Numeracy (LLN) skills including English language or academic writing require improvement	Relevant Academic Staff
Failure of an assessment item	Relevant Academic Staff
Repeated variation of enrolment	Student Advisers
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

Task	Responsible staff member
Assessing a student as being at risk	Academic Staff and Student Advisers
Coordinate intervention meeting and strategy	Student Advisers
Develop Strategy prior to meeting	Student Advisers / National Student Records Manager (and Academic Staff member if relevant)
Implementation and adherence to Intervention Strategy	Student Advisers and Academic Staff

## Monitoring Course Progress – Responsibilities

Task	Responsible staff member
Updating student results on the Learning Management System	Academic Staff
Monitoring course progress and alerting National Student Records Manager of instances of unsatisfactory course progress	Student Advisers
Supplying correspondence to International Students	National Student Records Manager
Recording variations to student enrolment	National Student Records Manager
Referral to support services - counselling, tutoring, study skills, language, literacy and numeracy	Student Advisers

## Exclusion for Unsatisfactory Course Progress

Task	Responsible staff member
Identify students who have failed to achieve satisfactory course progress and notify DSS	Student Advisers
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 Student Advisers for filing.	Office of the DoE
Upload all copies of correspondence to student record.	Student Advisers

## Definitions

**CoE** – Confirmation of Enrolment

**DET** – Department of Education

**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.

**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**.

**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 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 undertaken in any two study periods.

The student receives a grade lower than a pass or is deemed not yet competent in a subject or its equivalent twice.

## Further Information

### Related Policies

*Assessment Policy – Higher Education*

*Attendance Policy – HE*

*Complaints and Appeals Policy – International*

*Course Duration and Progress Policy - International*

*Deferring Suspending or Cancelling Enrolment Policy - International*

### Related Procedures

*Complaints and Appeals Procedure – International*

*Credit Transfer Procedure - HE to HE*

### Related Documents

*Intent to Report - Progress*

*International Intervention Strategy - Form*

*Report Notice - Progress*

*Student at Risk – On Campus Form*

*Student at Risk – Online Form*

### Guidelines

Not Applicable

### Benchmarking

Not Applicable

### Supporting Research and Analysis

Not Applicable

### Related Legislation

Australian Government, Department of Education and Training. (n.d.). ESOS legislative framework. Retrieved from <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>



## Review and Approval

### Procedure Author

Quality and Compliance Coordinator

### Procedure Owner

National Quality, Governance and Compliance Manager

### Contact

National Quality, Governance and Compliance Manager

[compliance@endeavour.edu.au](mailto:compliance@endeavour.edu.au)

### Recommending Body

Not Applicable

### Approval Body

Director, Student Services & Retention

### Procedure Status

Revised

### Responsibilities for Implementation

- Academic staff
- Director, Student Services & Retention
- Director of Education
- National Quality, Governance and Compliance Manager
- National Student Records Manager
- Student Advisers

### Key Stakeholders

- Academic staff
- Admissions staff
- Managing Director
- Director, Student Services & Retention
- Director of Education
- International team
- International students
- National Quality, Governance and Compliance Manager
- National Student Records Manager

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- Student Records staff
  - Student Services staff