



CHRISTIAN HERITAGE COLLEGE

## POLICY: Course Progress for Overseas Students

<b>Policy Group(s):</b>	Group B: Academic – 1: Students (Ref: B1/0807.1-0415)		
<b>Related Policy:</b>	Grievance Policy and Procedures for Overseas Students Leave of Absence for Overseas Students Cancellation of Enrolment for Overseas Students Enrolment Review of Academic Progress for Overseas Students Time Limits for Course Completion Refund Policy for Overseas Students		
<b>Commencement Date:</b>	July 2007	<b>Review Date:</b>	July 2008; January 2013

### POLICY STATEMENT

#### Intent:

Christian Heritage College (CHC) desires to assist overseas students to successfully complete their course work and maintain satisfactory academic progress. In order to do this it is necessary to monitor course progress at both the unit level and the course level.

This policy is intended to provide staff with clear guidelines for monitoring course progress.

**Scope:** All overseas students who undertake study at CHC.

*Restrictions:* Nil

*Exclusions:* Domestic students

#### Objectives:

1. To provide clear guidelines concerning the monitoring of course progress for overseas students and staff.
2. To ensure compliance with the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007* (the National Code) specifically standard 10.

#### Policy Provisions:

##### 1. Definitions

1.1 CHC defines satisfactory course progress for overseas students as both:

1.1.1 achieving passing grades in 50% or more of the units undertaken in any given semester; and

1.1.2 achieving a passing grade in any unit which has been failed in any previous semester.

1.2 CHC defines overseas students who are at risk of failing to maintain satisfactory course progress as:

- 1.2.1 those who fail two or more units within a semester or the same unit in subsequent semesters. This will result in the implementation of an intervention strategy (please refer to the *Review of Academic Progress for Overseas Students* policy); or
- 1.2.2 those who fail or refuse to undertake the course sequence as negotiated with the Course Coordinator. In these cases no new course completion date would be approved.
- 1.3 CHC defines overseas students as not maintaining satisfactory course progress if:
  - 1.3.1 following an intervention strategy, the overseas student fails two or more units in the subsequent semester or fails any of the same unit(s) as in the preceding semester; or
  - 1.3.2 following an intervention strategy, the overseas student continues to fail or to refuse undertaking the course sequence as negotiated with the Course Coordinator.

## 2. General

- 2.1 Overseas students must maintain satisfactory course progress as a condition of their student visa.
- 2.2 CHC is required to monitor, report and assess the course progress of all overseas students. This occurs at the unit- and course-level, continuously throughout the semester and at the conclusion of each semester. Please refer to Section 1 in the Supporting Procedures and Guidelines below for the protocols for monitoring and recording at the unit-level.
- 2.3 Course progress at the unit-level is assessed by the unit lecturer as indicated by the degree to which the intended outcomes or objectives of the unit are met. An overseas student is deemed to be making satisfactory progress at the unit-level when they achieve a passing grade or above for the unit.
- 2.4 Course progress at the course-level is monitored, reported and assessed by the Course Coordinator. There are three functions in this process:
  - 2.4.1 ongoing monitoring of the progress of the overseas student across all units undertaken in a semester;
  - 2.4.2 assessing the overall progress of the overseas student in each semester based upon the overseas student's academic profile. This occurs following the Examiners' Meeting at the end of each semester. The outcome of this assessment may be one of the following:
    - 2.4.2.1 the overseas student is deemed to be maintaining satisfactory course progress;
    - 2.4.2.2 the overseas student is identified as being at risk of failing to maintain satisfactory course progress; or
    - 2.4.2.3 the overseas student is deemed to be not maintaining satisfactory course progress.
  - 2.4.3 assessing the impact of the overseas student's course progress upon their course completion date and reporting in a timely manner to the Overseas Student Liaison Officer. Please refer to Section 2 in the Supporting Procedures and Guidelines below.
- 2.5 If the overseas student is deemed to be maintaining satisfactory course progress, no further action is taken.
- 2.6 If the overseas student is identified as being at risk of failing to maintain satisfactory course progress, they are required to engage in an intervention strategy. At CHC this is the Review of Academic Progress (RAP). Please refer to the *Review of Academic Progress for Overseas Students* policy.

- 2.7 If the overseas student is deemed to be not maintaining satisfactory course progress, CHC will issue a *Notice of Intention to Report*. Please refer to Appendix 1 of the Supporting Procedures and Guidelines below.

### 3. Communication

- 3.1 During the semester, at the unit-level, lecturers will communicate with the overseas student regarding their meeting of the intended outcomes or objectives of assessment tasks within their units.
- 3.2 Within one week of the Examiners' Meeting, the Course Coordinator will communicate with the Overseas Student Liaison Officer where issues of course progress arise which may impact upon the overseas student's expected course completion date.
- 3.3 The Overseas Student Liaison Officer will, in consultation with the Course Coordinator and the overseas student, negotiate a new course completion date. At the conclusion of this process a new Confirmation of Enrolment (CoE) will be issued to the overseas student and a copy placed on their file.

## Supporting Procedures and Guidelines:

### 1. Unit-Level Monitoring and Reporting

- 1.1 Overseas students' academic progress at the unit level will be monitored by the lecturers in whose units the overseas students are enrolled.
- 1.2 If, in the opinion of a unit lecturer, an overseas student has not met the intended outcomes or objectives of an assessment task, the unit lecturer will provide the overseas student with written feedback concerning those aspects of the assessment task which are identified as lacking. This feedback will be given in a timely manner such that it is able to be acted upon by the overseas student prior to the submission of subsequent assessment tasks in that unit.
- 1.3 Unit lecturers may be required to provide reports of overseas students' academic progress throughout the semester to the relevant school Boards of Studies or Course Coordinators and/or to the Examiners' Meeting at the end of each semester.

### 2. Course-Level Monitoring/Assessment and the Role of the Course Coordinator Monitoring enrolment load

- 2.1 Overseas students' enrolment load will be monitored by the Course Coordinator.
- 2.2 At the beginning of each compulsory study period Course Coordinators will assess overseas students' course progress by comparing their intended unit enrolments, as indicated on the Unit Selection Form (USF), with the normal enrolment load for the course or, where appropriate, the agreed individual course sequence. The assessment will take into consideration:
- 2.2.1 the number of units enrolled to ensure course completion within the expected duration of study; and
- 2.2.2 the mode of study for each unit enrolment to ensure that no more than 25% of the total course is undertaken by the external or online mode and that a minimum enrolment of at least one unit is undertaken in the internal mode each compulsory study period.
- 2.3 Any anomalies between the students' agreed course sequence and the enrolment in the specific semester will trigger a meeting with the student and/or the Overseas Student Liaison Officer.

## Monitoring throughout the semester

- 2.4 Overseas students' academic progress at the course-level will be monitored by the Course Coordinator.
- 2.5 Each school will develop protocols for the monitoring of these students across all the units in which they are enrolled in any given semester.

## Assessing at the end of the semester

- 2.6 The Course Coordinator will assess the overseas students' academic progress at the course-level following the Examiners' Meeting at the end of each semester. The possible outcomes of this assessment are outlined in Section 2.4.2 in the policy above.
- 2.7 The Course Coordinator will examine each overseas student's course sequence and make any necessary adjustments to it based upon the overseas student's achievement in each unit undertaken in that semester. The Course Coordinator will forward the adjusted course sequence to the Overseas Student Liaison Officer.
- 2.8 The Overseas Student Liaison Officer will compare the course completion date with the course completion date which appears on the overseas student's most recent Confirmation of Enrolment (CoE).
- 2.9 Where the course completion date of the overseas student's adjusted course sequence differs from the course completion date which appears on the overseas student's most recent CoE, the Overseas Student Liaison Officer will, in light of visa requirements, approve the adjusted course sequence or negotiate further adjustments as appropriate.
- 2.10 The Overseas Student Liaison Officer will provide the student with a revised course sequence which they will sign to indicate their agreement.
- 2.11 The Overseas Student Liaison Officer will access PRISMS to create a new CoE for the overseas student which reflects the revised course completion date. The overseas student's adjusted course sequence and new CoE will be placed on the overseas student's file, and copies sent to the overseas student.
- 2.12 By the commencement of the subsequent semester the Course Coordinator will provide a written report to the Overseas Student Liaison Officer regarding the progress of all overseas students in courses which they coordinate. The report will consist of the following categories:
  - 2.12.1 overseas students who have maintained satisfactory course progress by passing every unit undertaken in the semester;
  - 2.12.2 overseas students who have maintained satisfactory course progress but have not achieved a passing grade in one unit. This may or may not result in an amended course sequence and/or amendment to their course completion date;
  - 2.12.3 overseas students who have been identified as being at risk of failing to maintain satisfactory course progress; and
  - 2.12.4 overseas students who have not maintained satisfactory course progress.

## Early Exit

- 2.13 An overseas student may choose to take an early exit from a course of study. In such a case the Overseas Student Liaison Officer will report this to The Department of Education via PRISMS upon the receipt of an *Application to Graduate* form.

### 3. Communication

- 3.1 Unit lecturers will communicate with the overseas student regarding their meeting of the intended outcomes or objectives of assessment tasks. This may take the form of written comments on the CHC Assignment Folder and the criteria sheet pertaining to the assessment task, and/or marginal notes made throughout the assessment task, which address those aspects of the assessment task which are identified as lacking. This feedback will be given in a timely manner such that it is able to be acted upon by the overseas student prior to the submission of subsequent assessment tasks in that unit.
- 3.2 Where issues of course progress impacts an overseas student's expected course completion date, the Overseas Student Liaison Officer will communicate directly with the overseas student. The Course Coordinator will provide a revised course sequence to the Overseas Student Liaison Officer, and advise the Overseas Student Liaison Officer of the revised course completion date.
- 3.3 Overseas students will be provided with a revised course sequence which they will sign to indicate their agreement.
- 3.4 Upon the signing of the revised course sequence the Overseas Student Liaison Officer will access PRISMS to create a new CoE for the overseas student which reflects the revised course completion date. A copy of this CoE will be provided to the overseas student, and a copy placed in the overseas student's file.
- 3.5 If an overseas student is assessed as being at risk of failing to maintain satisfactory course progress, an intervention is required (please refer to the *Review of Academic Progress for Overseas Students* policy). In such cases the Course Coordinator will communicate with the overseas student.
- 3.6 If an overseas student is assessed as failing to maintain satisfactory course progress the Course Coordinator will report this to the Overseas Student Liaison Officer who will commence the process of cancellation of enrolment and will issue a *Notice of Intent to Report* (see Appendix 1). The notice must inform the overseas student that they have 20 working days in which to access the CHC *Grievance Procedures for Overseas Students*.

### 4. Cancellation of Enrolment Arrangements

- 4.1 In the case of an overseas student failing to maintain satisfactory course progress, CHC will notify the student in writing of its intention to cancel their enrolment through the *Notice of Intent to Report* (see Appendix 1).
- 4.2 Upon receipt of this notification the overseas student has 20 working days in which to access CHC's *Grievance Procedures for Overseas Students*.
- 4.3 If an overseas student accesses the *Grievance Procedures for Overseas Students* the overseas student's enrolment status remains active.
- 4.4 CHC will not report any cancellation of enrolment to Department of Education via PRISMS within these 20 working days or until the internal review process is completed should the overseas student choose to access it.
- 4.5 Should the overseas student choose to access an external review as provided for within the *Grievance Procedure for Overseas Students*, CHC may not report the cancellation to Department of Education via PRISMS prior to the completion of the external review process. This is required under Section 8.4 of the *National Code 2007*.

- 4.6 An overseas student who has been notified of CHC's intention to cancel their enrolment may or may not be offered learning opportunities throughout the 20 working days or any subsequent period of appeal.
- 4.7 Should either an internal or external review process find in the favour of the overseas student, CHC will not report the cancellation to The Department of Education via PRISMS.
- 4.8 After all complaints and appeals processes are finalised and an overseas student is deemed to have failed to maintain satisfactory course progress, CHC must report this to the Department of Education via PRSIMS. CHC will print a Section 20 notice which is generated by PRISMS, give this to the student and place a copy on the overseas student's file.
- 4.9 If CHC notifies the Department of Education through PRISMS that an overseas student's enrolment has been cancelled for failing to maintain satisfactory course progress, the overseas student must return to their home country unless special circumstances exist; for example, the overseas student is medically unfit to travel. While CHC determines the enrolment status of the overseas student it is DIBP who decides whether the overseas student may remain in Australia or must return home.

## POLICY FURTHER INFORMATION

<b>Relevant Commonwealth/State Legislation</b>	ESOS Act 2000 ESOS Regulations 2001 National Code 2007 Education (Overseas Students) Act 1996 Education (Overseas Students) Regulation 1998
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## ACCOUNTABILITIES

<b>Implementation:</b>	Registrar
<b>Compliance:</b>	Registrar
<b>Monitoring and Evaluation:</b>	Registrar
<b>Development/Review:</b>	Academic Board; Policy Standing Committee
<b>Approval Authority:</b>	CHC CEO
<b>Interpretation &amp; Advice:</b>	Registrar's Office

## WHO SHOULD KNOW THIS POLICY?

Students  
Deans  
Academic Staff  
Academic Administration Staff

## EFFECTIVENESS OF THIS POLICY

### Performance Indicators:

- The number of formal hearings
- The number of appeals

### Other

Appendices

### Definitions and Acronyms:

Assessing – requires CHC to consider a student’s demonstrated achievement, progress or competency at the end of each study period (semester)  
CHC – Christian Heritage College  
CoE – Confirmation of Enrolment (accessed through PRISMS)  
Department of Education– Commonwealth Department of Education and Training  
DIBP – Department of Immigration and Border Protection  
Monitoring – an active checking of course progress  
PRISMS – Provider Registration and International Student Management System  
RAP – Review of Academic Progress  
Recording – means there must be a documented record of the students’ achievement within each unit

## APPROVED – section maintained by the Registrar

Reference No.	Approved	Date	Committee/Board	Resolution No. / Minute Ref.
B1/0807.1	Yes	09/08/2007	Academic Board	4.4

## REVISION HISTORY – section maintained by the Registrar

Revision Reference No.	Approved/Rescinded	Date	Committee/Board	Resolution No. / Minute Ref.
0415	Approved	28/04/15	CHC CEO	

## Appendix 1: Notice of Intention to Report



CHRISTIAN HERITAGE COLLEGE

<insert address >

Dear <student first name>

Student ID: <insert number>

COURSE DETAILS: <Course name and Codes>

### URGENT: NOTICE OF INTENTION TO REPORT FOR UNSATISFACTORY COURSE PROGRESS

When you commenced your course with Christian Heritage College you signed a Written Agreement that you would abide by your visa conditions including maintaining satisfactory course progress as required by Australian legislation for holders of student visas including: The *ESOS Framework: Education Services for Overseas Students Act 2000 and National Code* and CITA policies and procedures.

You have been required to attend two Review of Academic Progress (RAP) interventions on <insert date> and again on <insert date>. The letters requiring you to attend the RAP advised you were at risk of breaching your student visa conditions for Course Progress. You were also provided with another copy of the *Course Progress for Overseas Students* policy.

<insert what has taken place since>

As you are aware under the CHC *Course Progress for Overseas Students* policy, a student has made unsatisfactory progress if they have not successfully completed or demonstrated competency in at least 50% of the units of competency within a study period. Further, as per our policy, if you fail over two consecutive study periods you must be reported to Department of Immigration and Border Protection (DIBP).

As you have been assessed as making unsatisfactory progress in a second consecutive compulsory study period, this letter is to formally advise you have breached your student visa requirements to maintain satisfactory course progress.

Therefore, in accordance with CHC's *Course Progress for Overseas Students* policy we must now inform you of the CHC's intention to report you to the Department of Immigration and Border Protection (DIBP) for unsatisfactory progress over two consecutive study periods.

<insert details of the units the student has failed etc>

Despite the intervention strategies and assistance offered, you have not taken necessary action to improve your academic performance.

If you think there are reasons why you should not be reported, you may appeal against CHC's decision if you believe one of the following has happened:

1. The School has not recorded or calculated your results correctly.
2. There are compassionate or compelling reasons which have contributed to your unsatisfactory progress that *have not yet been considered*;
3. The School has not implemented CHC's intervention strategy in accordance with our policy and procedures.

*Attached is the Grievance Policy for Overseas Students policy.*

You have 20 working days commencing from <insert date> appeal this action. If the appeals process is initiated, CHC will maintain your enrolment until the appeals process is complete as per our policy.

If following receipt of this intention to report letter you choose not to initiate an appeal within 20 working days of issue of this warning, or if your appeal is unsuccessful; you will be reported DIBP for Unsatisfactory Course Progress via PRISMS. This may result in DIBP cancelling your student visa.

You should contact DIBP to ensure you understand the implications to your student visa in full.

DIBP Brisbane:

Phone 131 881

Street address: Ground Floor, 299 Adelaide Street, Brisbane QLD 4000

9 am to 4 pm Monday to Friday <http://www.immi.gov.au/contacts/telephone.htm>

If you wish to discuss this further, please make an appointment with Mr Darren Lloyd ([DLloyd@chc.edu.au](mailto:DLloyd@chc.edu.au)). You can bring a support person if you wish.

Kind regards

Faye Crane

Registrar