

Monitoring Course Progress of Overseas Students Policy

Approved by	Academic Board
Approval date	24 June 2024
Previous approval date(s)	05/06/2019, 29/01/2019, 15/10/2018, 07/11/2016, 01/06/2015
Date for Review	2025 (in line with the review date for the Student Support Policy)
Responsible Officer(s) and Committee(s)	Director of Student Services Student Services and Administration Committee
Related documents	Support for Students Policy Assessment Moderation and Monitoring Procedure Students at Academic Risk Policy and Procedures Suspension Deferment and Cancellation Policy Higher Education Standards Framework (2021) National Code (2018)
Higher Education Standards (2021)	1.1 Admission 1.3. Orientation and Progression 2.2. Diversity and Equity (2.2.3) 4.2. Research Training (4.2.1c) 5.3. Monitoring, Review and Improvement 7.2 Information for Prospective and Current Students
National Code (2018)	Standard 6 Overseas Student Support Services (6.1.7) Standard 7 Overseas Student Transfers (7.2.2.1) Standard 8 Overseas Student Visa Requirements Standard 9 Deferring, suspending or cancelling the overseas student's enrolment (9.3.3)

1. Purpose

1.1 This policy ensures that the University College complies with the Education Services for Overseas Students Act 2000 and the requirements of Standard 8 of the National Code of Practice (2018) for the monitoring of Overseas Students. Noting that Registered Providers must:

- have a documented policy and process for monitoring and recording course progress for an overseas student;
- inform overseas students before they begin a course about the requirements to achieve satisfactory course progress and attendance requirements;
- monitor the overseas student's course progress regularly so that they can identify and offer support to those at risk of not meeting course progress;
- implement an intervention strategy to assist an overseas student not making satisfactory course progress
- document the intervention strategy and have a copy signed by the student placed on the student's file.
- monitor the progress of overseas students to ensure they are able to complete the course within the expected duration specified on the CoE and as outlined on the CRICOS registered duration for the course;
- only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa;
- only deliver online learning in accordance with the online learning requirements for their sector; and
- report any overseas students who do not meet course progress but only after an attempted intervention strategy and/or only after any complaints or appeals processes that might have been actioned by the student have been finalised.

1.2 This Policy and its associated Procedures is communicated to all overseas students, and all staff of the University College and its Member Institutions involved in the admission and enrolment of overseas students. This policy is placed in all handbooks, included in all induction and orientation events, located on the website of the University College and all Member Institutions.

2. Scope

2.1 This policy and procedure applies to:

- (a) all staff of the University College and its Member Institutions involved in assessing the course progress of an overseas student; and
- (b) overseas students studying in Australia 'onshore' on a student visa (subclass 500), especially those at risk of not meeting their course progress requirements

2.2 This policy and procedure does not apply to:

- (a) domestic students (whether onshore or offshore) and international students studying wholly offshore (for matters of course progression related to these students, see Policy: *Students at Academic Risk Policy*)

3. Definitions

3.1 The Policy Document Glossary applies to this policy.

3.2 The following definitions also apply to this policy:

Term	Definition
<i>Compassionate and compelling circumstances</i>	<p>Personal circumstances that are involuntary and outside the student's control such as medical, family, wellbeing, or enrolment reasons (such as course and/or unit progression). These circumstances present a student with limited or no choice but to vary their enrolment or intermit their studies. As outlined by the National Code of Practice (2018) these could include, but are not limited to:</p> <ul style="list-style-type: none">• serious illness or injury where the overseas student is unable to attend classes (medical certificates)• bereavement of close family members (possibly a death certificate)• major political upheaval or natural disaster in home country• a traumatic experience, for example involvement in or witnessing a serious accident/crime (police or psychologist report)• the University College and its Member Institutions are unable to provide the pre-requisite units, or the overseas student has failed a pre-requisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol• inability to commence study on the commencement date due to visa delays
<i>Confirmation of Enrolment (CoE)</i>	<p>A document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider.</p>
<i>Course Progress</i>	<p>A CRICOS student is deemed to be maintaining <i>satisfactory course progress</i> if he or she continues to be on track to complete the course in the duration specified in the CoE.</p> <p>A CRICOS student is deemed to be at risk of <i>unsatisfactory course progress</i> by failing assessments, non-attendance, or otherwise exhibiting inadequate engagement with the unit or course, leading to failure in a unit and thus not tracking at a rate to complete the course within the duration specified in the CoE.</p>

CRICOS	<p><i>Commonwealth Register of Institutions and Courses for Overseas Students</i></p> <p>A searchable database, run by the Australian Government, which lists all Australian education providers (and their courses) for people studying in Australia on student visas. The CRICOS database operates under the ESOS Act (2000), section 14a.</p>
<i>Domestic Student (onshore or offshore)</i>	<p>Students classified as 'domestic' include:</p> <ul style="list-style-type: none"> • Australian citizen (including Australian citizens with dual citizenship) • New Zealand citizen or a diplomatic or consular representative of New Zealand, a member of the staff of such a representative or the spouse or dependent relative of such a representative, excluding those with Australian citizenship (Note: includes any such persons who have Permanent Resident status) • a permanent humanitarian visa holder • a holder of a permanent visa other than a permanent humanitarian visa <p>Additional rules:</p> <ul style="list-style-type: none"> • IF an Australian or New Zealand citizen - does not require a visa to study 'onshore' • IF an Australian citizen - and residing overseas classified as 'domestic offshore' and needs to be enrolled in an online award. • IF an Australian citizen is entitled to Fee-Help, but if residing overseas must complete at least one unit of study 'onshore' in Australia. • Only Australian citizens are entitled to Fee-Help
<i>ESOS Act (2000)</i>	<p><i>Education Services for Overseas Students (ESOS) Act 2000</i></p> <p>The legal framework which governs the delivery of education to overseas students studying in Australia on a student visa. The framework sets out clear roles and responsibilities for providers of education and training to international students and complements Australia's student visa laws.</p>

<p><i>Intervention Strategy</i></p>	<p>A preventative action taken when a student is deemed to be at risk of unsatisfactory course progress and aimed at helping the student succeed in their studies.</p> <p>Students will be consulted to discuss any academic or non-academic difficulties impacting their course progress and together with a student advisor draft an agreed action plan. An Intervention Strategy will be:</p> <ul style="list-style-type: none"> (a) personalised to meet the needs of the individual student and could include: <ul style="list-style-type: none"> • attending study skills workshops • receiving assistance with personal issues which are influencing progress • attending supervised study groups • receiving tutorial support assistance • reducing the enrolment load of the student or a reduction of course load • a combination of the above (b) a written document outlining the individual elements of the strategy (c) agreed to by the student with the student being provided their own signed copy of the intervention strategy (d) time sensitive and outline a time period through which a student can demonstrate satisfactory course progress, noting that this may result in the need to extend the expected course duration specified on the CoE
<p><i>National Code (2018)</i></p>	<p><i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i></p> <p>Provides nationally consistent standards for the conduct of registered providers and the registration of their courses. These standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations.</p>
<p><i>Onshore</i></p>	<ul style="list-style-type: none"> • A student who is residing in Australia for the teaching period and is undertaking a program of study through the University College. • Student can be either a <i>domestic</i> or <i>overseas student</i>.

<p><i>Overseas Student (onshore)</i></p>	<p>A Non-Australian Citizen who is a student residing in Australia during their course of study (classified as onshore). Includes those students 'intending to study' and are in the process of gaining a CoE and/or student visa.</p> <ul style="list-style-type: none"> • Requires a visa to study 'onshore' (either a 'student' or 'other' visa type) • If on a 'student' visa (i.e. 500 subclass) must only be enrolled in a CRICOS registered award • Is subject to requirements as outlined in the ESOS Act (2000) and National Code (2018) • Is not entitled to Fee-Help
<p><i>PRISMS</i></p>	<p><i>Provider Registration and International Students Management System</i></p> <p>A system operated by the Australian government that provides education providers with CoE facilities required for compliance with the ESOS legislation.</p>
<p><i>Student</i></p>	<p>A person with a current course of enrolment with the University College through one of its Member Institutions. Includes all types of students, in all modes of study, may or may not be a visa-holder, and studies either onshore or offshore.</p> <p>The following terms are used to identify 'types of students':</p> <ul style="list-style-type: none"> • <i>domestic</i> student (onshore or offshore) • <i>international</i> student (offshore) • <i>overseas</i> student (onshore, holds either a 'student' or 'other' visa)
<p><i>Visa - (subclass 500)</i></p>	<p>Students on a student visa (subclass 500).</p> <ul style="list-style-type: none"> • A visa granted to non-Australian citizens residing and studying in Australia full-time • Course of study must be CRICOS registered • Cannot study more than 1/3 of Course online
<p><i>Visa - Other</i></p>	<ul style="list-style-type: none"> • Other visas (excluding Humanitarian) that allow study in Australia (e.g. Occupational Trainee 407) where a student is studying as part of their work placement. • Course of study is not required to be CRICOS registered.

4. Statements and Objectives

- 4.1 Overseas students must make satisfactory course progress as a condition of their student visa. Satisfactory course progress means that an overseas student is on track to complete their enrolled course of study within the expected duration specified on the Confirmation of Enrolment (CoE).
- 4.2 The University College and its Member Institutions will ensure that when planning their timetables for each teaching period that they have put in place measures that allow for successful course progression. Timetables must:
 - (a) contain an offering of sufficient units to enable overseas students to complete all course requirements within the expected course duration, as specified on each student's CoE;
 - (b) enable overseas students to take at least one unit per semester that is not by distance or online learning; and
 - (c) ensure that an overseas student can complete at least 2/3's of course requirements through face-to-face learning.
- 4.3 The University College and its Member Institutions will monitor the progress of all overseas students at the end of every semester to ensure they are:
 - (a) completing their course within the duration specified in their CoE
 - (b) not exceeding the allowable limit of online learning (1/3 of the overall program) and meeting the required face-to-face classes
 - (c) studying full time with at least one unit not by distance or online learning per teaching period
 - (d) maintaining satisfactory academic course progress and not at academic risk of failing any units of study which could affect their overall course progress as specified on their CoE.
- 4.4 As per the *Students at Academic Risk Policy*, academic performance of all students enrolled with the University College (whether domestic, overseas or international) is monitored at the end of every semester to ensure that the students are maintaining satisfactory academic course progress. As per the policy, the minimum requirement for satisfactory course progress is passing or being competent in 50% or more of units attempted in any study period. In addition, the policy sets out details for identifying and addressing students exhibiting potential learning problems in order to avert them if at all possible.
- 4.5 A CRICOS student is deemed to be maintaining *satisfactory course progress* if he or she continues to be on track to complete the course in the duration specified in the CoE.
- 4.6 A CRICOS student is deemed to be at risk of *unsatisfactory course progress* by failing assessments, non-attendance, or otherwise exhibiting inadequate engagement with the unit or course, leading to failure in a unit and thus not tracking at a rate to complete the course within the duration specified in the CoE.

Intervention Strategy

4.7 When a student is deemed to be at risk of unsatisfactory course progress, the Registrar of the Member Institution will inform the student of their unsatisfactory course progress, and provide the student with the opportunity to seek academic or personal counsel that the student may utilise to assist in meeting course progress requirements. This may also lead to the implementation of an agreed *intervention strategy* between the student and the relevant Member Institution. The *intervention strategy* will be:

- (a) personalised to meet the needs of the individual student and could include:
 - attending study skills workshops
 - receiving assistance with personal issues which are influencing progress
 - attending supervised study groups
 - receiving tutorial support assistance
 - reducing the enrolment load of the student or a reduction of course load
 - a combination of the above
- (b) a written document outlining the individual elements of the strategy
- (c) agreed to by the student with the student being provided their own signed copy of the intervention strategy
- (d) time sensitive and outline a time period through which a student can demonstrate satisfactory course progress, noting that this may result in the need to extend the expected course duration specified on the CoE

4.8 Where a student has failed in one or more of the units in any given study period, an automatic *intervention strategy* will be activated by the Member Institution that students must agree to for the purposes of successful course progress and continued enrolment.

4.9 Where a student refuses an intervention strategy or fails to make the required satisfactory course progress within the timeframe outlined in the intervention strategy, the University College must report these students as having breached their course progress visa conditions as outlined in the National Code 2018 (see further criteria below).

Extending Course Duration

4.10 Where it is evident that the student will not complete the course within the expected duration (as specified on the student's CoE), the University College and its Member Institutions will only enable students to extend the expected duration of study for their course through the issuing of a new CoE in limited circumstances, as outlined by Standard 8 of the National Code 2018. These circumstances include:

- (a) Compassionate or compelling circumstances and there is evidence to support this assessment
- (b) An intervention strategy is being implemented for the overseas student who is at risk of not meeting course progress requirements
- (c) An approved deferral or suspension of the overseas student's enrolment has occurred.

4.11 When the duration of a student's study is extended in keeping with the circumstances above, the University College and the relevant Member Institution will:

- (a) record this variation and the reasons for it on the student file
- (b) report the variation via PRISMS and a new CoE issued where necessary
- (c) formally advise the student in writing of the extension of their course duration and CoE
- (d) advise the student to contact Immigration to seek advice on any potential impacts on their visa, including if necessary the need to obtain a new student visa.

Reporting students who have breached their course progress visa conditions

4.12 Standard 8 of the National Code 2018 outlines that any breaches of student visa conditions must be reported to the Department of Home Affairs (DHA) through PRISMS.

4.13 Reporting of an overseas students who does not meet satisfactory course progress can only occur after:

- (a) a student has refused the option for an intervention strategy or after an attempted intervention strategy has been implemented but has now time-lapsed with the student failing to achieve satisfactory course progress; and
- (b) any complaints or appeals processes that might have been actioned by the student have been finalised.

4.14 The University College and its relevant Member Institution will notify the student in writing of its intention to report the student for not achieving satisfactory course progress. As per Standard 8, the Written Notice must:

- (a) Inform the student of the right to appeal the decision under the Policy: *Student Appeal, Complaint and Grievance Policy*
- (b) Inform the student that he or she has 20 working days in which to access the complaints and appeals process and may continue in the course until any appeals are finalised.
- (c) Wait until the 20 working days have passed. After that time if the student has not chosen to access the complaints and appeals processes, or has withdrawn from the process, or the process is completed and results in a decision supporting the college's initial determination, the University College and its relevant Member Institution will inform DHA through PRISMS of the student not achieving satisfactory course progress as soon as possible.

Internal Reporting students

4.15 At the end of every semester, the Registrar of each Member Institution will examine the records of every overseas student studying at that Institution as per the requirements outlined in this Policy at item 4.3a-d and provide a written record to the Director of Student Services (DSS). Where an intervention strategy has been implemented, the MI Registrar will also include a copy of the intervention strategy to the DSS.

4.16 At the end of each Semester the Director of Student Services (DSS) will provide to the SSAC Committee and Academic Board a de-identified status Report on the execution of this Policy including quantitative data broken down by student type – domestic, international or overseas on the:

- (a) number of students at risk of unsatisfactory course progress
- (b) number of intervention strategies being implemented
- (c) number of students reported as having breached their visa conditions due to unsatisfactory course progress
- (d) number of resulting appeals or complaints and where possible their current status as per the Policy: *Student Appeal, Complaint and Grievance Policy*