



ACADEMIC PROGRESS POLICY

Approving authority	Academic Board
Approval date	18 March 2014
Purpose	This policy outlines the obligations on students to maintain satisfactory academic progress and the consequences for not doing so.
Responsibility for implementation	Head of School (HE)
Next scheduled review	March 2018
Document Location	R:\OIHE\Policies.docx
Associated documents	Student Grievances & Appeals Student Support & Services Policy

Acknowledgements:

This policy has been developed with reference to the following institution's policy:

CQUniversity, Monitoring Academic Progress – Unsatisfactory Academic Progress Procedures (International Students), available at: http://policy.cqu.edu.au/Policy/policy_file.do?policyid=2664, accessed 3 December 2013

University of Ballarat, Monitoring Course Progression Procedure, available at: http://policy.ballarat.edu.au/esos/standard_10/ch02.php, accessed 3 December 2013

1. Principles

- 1.1 Ozford Institute of Higher Education (hereafter referred to as “the Institute”) seeks to support all students in achieving success in their studies and in reaching their potential. This may require a need for early intervention and support if students are identified at being at risk of not achieving success in their studies. Intervention strategies will be implemented to address individual student’s needs.
- 1.2 The Institute has an obligation to maintain academic integrity by setting appropriate standards for students in completing their courses.

2. Definitions

2.1 *Unsatisfactory progress*

This occurs where a student in two consecutive trimesters of enrolment fails more than 50% of the units in which the student has been enrolled.

2.2 *At risk*

This is where for whatever reason, a student is considered as potentially not meeting the course progression requirements. In particular where a student fails the same unit twice or in a trimester of enrolment fails more than 50% of the units in which the student has been enrolled.

2.3 *Intervention strategy*

This occurs where an action plan has been implemented for an at risk student to mitigate the likelihood of the student being assessed as making unsatisfactory progress.



2.4 Academic monitoring

This is where a student who fails to pass 50% or more of the units attempted in a trimester will have their subsequent academic performance monitored. This may involve the implementation of one or more intervention strategies to mitigate further failure.

2.5 National Code

The National Code refers to The National Code for Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

2.6 PRISMS

Provider Registration and International Students Management System (PRISMS). It provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) Legislation

3. Legislative basis

Where the student whose academic progress is under consideration is a fee paying overseas student Standard 10 of The National Code 2007 applies and states:

“Registered providers systematically monitor students’ course progress. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. Registered providers report students, under section 19 of the ESOS Act, who have breached the course progress requirements.”

4. Policy

The Institute’s international student cohort comes from a variety of cultural, educational and socioeconomic backgrounds and this brings different motivation, expectation and achievement levels and this underpins the policy set out here as follows:

- 4.1 The Institute will regularly monitor student academic progress, and will notify students who are identified as at risk and will implement one or more intervention strategies. The monitoring will include assessment of their English language proficiency.
- 4.2 Students will be advised of the requirement to participate in an intervention program designed to assist them in being successful in their studies. Participation in the intervention program recommended will be documented and a copy placed in the student file and a copy given to the student.
- 4.3 A student who fails to pass 50% or more of the units attempted in a trimester will be considered as being at risk and will have their subsequent academic progress monitored. The Institute is required to report international students who have breached course progress requirements to the relevant Government Department under section 19 of the *Education Services for Overseas Students Act 2000*.

5. Procedures

5.1 Steps in identifying at risk students and monitoring course progression

Students' results will be reviewed at the end of each trimester to identify *at risk* students and to implement an appropriate *intervention strategy*. In week 5 of the first trimester of a student’s enrolment a process to identify students potentially at risk will be implemented. The procedure for monitoring course progression is outlined in the following table:



Actions	Responsibility	Explanation
<p>1 Mid-trimester monitoring</p> <p>At the end of Week 5 of a trimester, students who have failed/not submitted the first assessment item will be contacted requesting them to meet with the lecturer / tutor and/or Head of School (HE)</p>	<p>Lecturer / tutor</p>	<p>This is designed as interim monitoring of those students who are potentially <i>at risk</i>. The student will have an opportunity to explain their unsatisfactory progress and the lecturer/tutor or Head of School (HE) will provide advice on ensuring the student maintains satisfactory academic progress.</p>
<p>2 End of trimester monitoring</p> <p>At the end of each trimester and after the results have been released, students who are identified as not meeting satisfactory academic progress shall be required to discuss their academic progress with the Head of School (HE). The student will be formally notified of this requirement by the Head of School by way of Satisfactory Academic Progress initial warning letter sent by registered mail to the students address or otherwise delivered securely to the student.</p>	<p>Head of School (HE)</p>	<p>The student will be encouraged to provide an explanation for the lack of satisfactory academic progress and to discuss the possible interventions available. Agreed interventions at the discretion of the Head of School (HE) may include:</p> <ul style="list-style-type: none"> • Undertaking additional English Language tuition. • Receiving assistance with study skills. (This can be actioned by the Head of School (HE) scheduling consultation time with the Librarian or other professional staff as appropriate. • Improving class attendance to a minimum of 80%. • Amending the study plan or changing courses/specialisations. • Participating in an external counselling program or other professional support services. • Other, as considered an appropriate intervention strategy. • Any agreed intervention strategy will be documented, signed by both parties and a copy held on the students file • At all stages of this review and monitoring process the impact of any decision relating to implementation of intervention strategies on the expected course duration for a student will be examined and any likely or possible variation in course duration will be noted on the students file. Reporting⁷ the student (issuing a new CoE) will occur when the Institute knows the student cannot reasonably complete his or her course, as specified in the delivery and assessment strategy, within the expected duration as specified on the student's CoE. However the institute will only issue a new CoE when they can accurately predict how long an extension of duration of study the student will require. • Students who fail to attend requested



		meetings will be deemed to have breached the Institute's code of behaviour and will be sent a Final Satisfactory Academic Progress Warning letter.
<p>3 Intent to Cancel</p> <p>At the end of each trimester and after results have been released, students who are on an agreed intervention strategy will have their results reviewed.</p> <p>If a student has failed more than 50% of units in two consecutive s trimesters, OHIE will notify the student in writing of its intention to report the student for not achieving satisfactory academic progress. The student will be sent an Intention to report letter via post and electronically (email), a copy will also be kept on the students file.</p>	The Institute	An international student who has deemed to have made not made satisfactory progress for two consecutive trimesters will be notified in writing of the Institute's intent to cancel their enrolment and notify the relevant Government Department.
<p>4 Right of Appeal of Intent to Cancel</p> <p>Students who have been notified of the <i>Intent to Cancel</i> will be notified in writing that they may appeal the intent to cancel within 20 working days of notification of the intent of cancellation.</p> <p>The appeal will be heard by the Student Discipline and Appeals Committee.</p>	Head of School (HE)	<p>A student has the right to appeal a decision to report to the relevant Government Department for breaching course progression rules within 20 days of such notification.</p> <p>During the appeal process, the student must stay enrolled, attend classes and continue with their study program.</p> <p>Appeals should be addressed to the Vice President in writing and must demonstrate where there has been a breach of the Institute's policy and procedures.</p> <p>The appeal will take place under the procedures set out in the Academic Appeals Policy</p> <p>The Institute must respond within 10 working days of the outcome of the appeal.</p> <p>If an appeal is successful, a student's enrolment will not be cancelled and the student can continue in the course.</p> <p>If an appeal is unsuccessful or no appeal is received, a student's enrolment will be cancelled and the relevant Government Department notified via PRISMS.</p>
<p>5 External appeal</p> <p>Within 10 working days of having received notification of an unsuccessful internal appeal an international student has the right to appeal to the OVERSEAS STUDENT OMBUDSMAN</p> <p>Phone: 1300 362 072 SMS: 0413 266 662 Email: ombudsman@ombudsman.gov.au Website: www.oso.gov.au (please download the</p>	Student	<p>A student must notify their intent to appeal to Overseas Students Ombudsman so that the relevant Government Department is not notified of the cancellation of their enrolment.</p> <p>During the external appeal process, the student must stay enrolled, attend classes and continue with their study program.</p>



<p>application form from this website) Address: G.P.O.Box442, Canberra, ACT 2601</p>	<p>If an external appeal is successful, a student's enrolment will not be cancelled and the student can continue in the course.</p> <p>If an external appeal is unsuccessful, a student's enrolment will be cancelled and the relevant Government Department notified via PRISMS if relevant.</p>
<p>6 File documentation</p> <p>The Institute will retain all documentation.</p>	<p>The Institute</p> <p>Where applicable, the following will be maintained on the student files</p> <ul style="list-style-type: none">• Satisfactory Academic Progress (Initial) Warning letter• Final Satisfactory Academic Progress Warning letter• Notes from intervention sessions• Medical certificates• Appeal documents• Intention to report letter• Other relevant documents