

## CHS Course Progress Monitoring and Intervention Policy

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## 1. Purpose

The purpose of this policy is to define the approach adopted by CHS to monitor student progress, identify poorly performing students and develop and implement specific support measures needed in each case to assist students in their academic success.

## 2. Scope

This Policy applies to all students enrolled in an award course at the College. It provides guidelines to all staff to follow in monitoring student progress and providing support services in a timely manner. This policy should be applied in conjunction with the CHS Guidelines for Academic Performance Monitoring and Early Intervention.

## 3. Definitions

<b>Term</b>	<b>Definition</b>
<i>Academic Caution</i>	Academic caution is issued to students not performing to the minimum standards expected of them. It is part of intervention measures under this policy.
<i>Academic Probation</i>	Academic probation is granted to students who are under Academic Caution or found to be At-Risk of not being able to complete the course.
<i>At-risk Student</i>	A student whose academic performance is below the expected minimum standard and which places the student at risk of unsatisfactory course progression.
<i>Exclusion</i>	Cancellation of a student's enrolment at the College due to unsatisfactory course progression under this policy. The exclusion status for course progression has a duration of two years (24 months). During exclusion the student will not be permitted to undertake any study at the College. Students studying on a student visa will be reported to the Department of Home Affairs through PRISMS. This may affect the student's visa.
<i>Intervention</i>	A remedial strategy or plan of action determined by the Academic Review Committee or the Board of Examiners to assist a poorly performing student identified under this policy.
<i>PRISMS</i>	Provider Registration and International Student Management System that is an online portal operated by the Department of Home Affairs to manage overseas students on a student visa in Australia.
<i>Satisfactory</i>	The default status of students progressing normally through their course.
<i>Unsatisfactory</i>	The status of students identified under this policy as not progressing satisfactorily through their course.

## 4. Policy Statements

The following principles inform the design and implementation of the Course Progress Monitoring and Intervention Policy:

### 4.1 Duty of care toward the student

The College recognises its obligations to students in terms of providing appropriate, timely and proactive support to them to help them achieve course learning outcomes and their academic goals. The College shall aim to:

- Keep student fees for the enrolled courses as low as possible;
- Ensure all students complete their courses within the terms of their enrolment by providing additional support to them where necessary; and
- Only in exceptional cases and as part of the intervention strategy agree to extend the Certificate of Enrolment (CoE) duration of the overseas students found to be at risk of not completing their studies in the prescribed time.

### 4.2 Timeliness

Students' performance shall be monitored continuously by the academic staff in each unit of study. However, the College's policy is to assess progress of all enrolled students at 4 points in time in each trimester, viz.

- Pre-enrolment and Induction
- Pre-census Date
- Mid-trimester Performance Review
- End of Trimester Review of Outcomes

While Pre-enrolment & Induction and Pre-Census Date provide useful indicators to the College in terms of early assistance to at risk students the formal progress monitoring will commence around mid-trimester when each course convenor shall set an appropriate assessment activity for each unit of study and use the results to identify and report poorly-performing students. The College then convenes the Academic Review Committee to review the results and recommend intervention measures to assist poorly-performing students which measures shall be implemented by the faculty and recorded in the student records.

At the end of each trimester the Board of Examiners under delegations from the Academic Board shall review the results of each enrolled student in the units they have enrolled in. Based on student performance in all units attempted in the trimester under consideration and the outcomes of the intervention measures determined by the Academic Review Committee mid trimester, the Board of Examiners shall assign a category of standing to each student and make decisions on the range of intervention measures needed for each poorly performing student. The Academic Registrar shall ensure that decisions and processes concerning course progression are completed in time for students to take appropriate action before the census date of the next trimester.

### 4.3 Record-keeping and access to records

A Course Progress Register is kept by the Academic Registrar and is updated at appropriate times during the academic year. In accordance with the CHS Privacy Policy records will be kept strictly confidential.

### 4.4 Identification of poorly performing students

The Academic Review Committee or the Board of Examiners shall identify students under this Policy based on their academic results, though in determining an intervention for poorly performing students the Academic Review Committee or the Board of Examiners may take into account the results of the early intervention measures and the student's attendance records.

### 4.5 Course progression requirements

- To remain enrolled in the College, students are required to maintain satisfactory course progress or participate in the College's intervention strategy.
- Students who are identified as poorly performing and placed under academic caution or classed at-risk must adhere to the intervention strategy specified for them by the Academic Review Committee or the Board of Examiners.
- Students who are identified as making unsatisfactory course progress will be given the opportunity to show cause as to why they should continue their enrolment. Applications for show cause must be received by the College within twenty (20) working days of notification to the student.
- Overseas students on a student visa will be given a written notice of the College's intention to report them to the Department of Home Affairs through PRISMS for unsatisfactory course progress. These students can access the College's Student Grievance and Appeals Policy to appeal within twenty (20) working days. If the overseas student identified as making unsatisfactory course progress chooses not to appeal or if the appeal is unsuccessful the College will cancel the student's enrolment and report him/her to the Department of Home Affairs via PRISMS.
- When student's enrolment has been cancelled on account of unsatisfactory course progress, the student will be excluded from studying at the College for a period of two (2) years (24 months).

### 4.6 Course progression categories

The College shall assign one of the following categories to a student depending on student's performance:

- Satisfactory
- Academic caution
- At-risk
- Unsatisfactory

Status	
<i>Satisfactory</i>	A student who passes all units attempted.
<i>Academic caution</i>	A student who had a status of <i>Satisfactory</i> but failed 50% or more of enrolled units in a trimester based on a full-time load will be placed under

	<i>Academic Caution.</i> The student must follow the intervention measures advised by the College specifically to support the student.
<i>At Risk</i>	A student who was placed under <i>Academic Caution</i> in the preceding trimester and failed 50% or more of enrolled units in the current trimester based on a full-time load <b>and/or</b> Failed the same unit a second time shall be placed under “ <i>At Risk</i> ” category.
<i>Unsatisfactory</i>	A student who had a status of <i>at risk</i> and failed 50% or more of enrolled units in a trimester based on a full-time load <b>and/or</b> failed the same unit three times <b>and/or</b> is not able to complete their course within the terms of their COE and have not participated in the College’s Intervention strategy <b>and/or</b> The student fails all units in their first study period under a full-time load and is deemed to have made unsatisfactory progress.

Student performance is reviewed by the Academic Review Committee and the Board of Examiners at pre-scheduled dates in each trimester. The Academic Registrar shall compile the results after the academic results are reported by the academic staff through Director of Studies. Students who do not follow the intervention plan or are systemically absent from their studies are deemed to be not genuine students unless there are exceptional and special reasons supported by documentary evidence.

### Satisfactory

A student is progressing through their course at a satisfactory rate which normally means passing all or the majority of enrolled units. For overseas students studying on a student visa, satisfactory progress also means maintaining a pass rate that enables the completion of the course within the terms of their Certificate of Enrolment (CoE).

### Academic Caution

This status applies to students who were progressing satisfactorily but who fail 50% or more of enrolled units in a trimester. A student placed under *Academic Caution* category must participate in the intervention strategy prescribed by the Academic Review Committee or the Board of Examiners.

Overseas students on a student visa who participate in an intervention program may have their COE extended if necessary. However, extension of the COE is not automatic and must be considered as one of the measures available to assist genuine students who have not been able to maintain the pass rate required to complete their course within the CoE period despite applying themselves fully to their studies.

### At-Risk

The *At-Risk* course status applies to a student who had been under *Academic Caution* and continued to fail 50% or more of their enrolled units in the current trimester based on a full-time load. The at-risk status also applies to students who have failed one or more units twice. At-risk students may be excluded from the College unless they agree to follow the intervention measures determined by the Academic Review Committee or the Board of Examiners to assist them progress satisfactorily. Such students shall be placed under regular faculty supervision.

### Unsatisfactory

An at-risk student classed as making unsatisfactory course progress if he or she fails 50% or more of their enrolled units or fail the same units three times despite participating in the College’s intervention strategy.

These students will have normally been included in at-risk list before being classed as making unsatisfactory course progress.

The enrolment of students considered as making unsatisfactory course progress shall be cancelled and students excluded from the College for a period of two (2) years/ (24 months). In addition, the College shall report overseas students deemed making unsatisfactory progress to the Department of Home Affairs through PRISMS.

#### **4.7 Show cause submissions and appeals**

- The enrolment of students who are deemed to be making unsatisfactory course progress will be cancelled unless the student is able to show cause.
- Overseas students studying on a student visa who make unsatisfactory course progress will be reported to the Department of Home Affairs unless they successfully appeal using the College's Grievances and Appeals Policy.

##### **For domestic students**

- If the student has been notified that they have made unsatisfactory course progress and that their enrolment will be cancelled, the student is able to make a submission to the Registrar within twenty (20) working days of the date of notification as to why the College should allow their enrolment to continue (show cause).
- *Show cause* submissions should contain as much relevant information as possible to help the College reach a decision, including:
  - any compassionate or compelling reasons for the student's poor performance, supported by documentary evidence,
  - any remedial action undertaken since the student was placed under the Academic Caution or advised of being at risk of unsatisfactory course progress, and
  - how the student intends to improve their academic performance if permitted to continue their studies.
  - students who submit a show cause application will be notified of the outcome of their appeal within ten (10) working days.

##### **4.7.1 Overseas students on a student visa**

- Overseas students can appeal the decision to cancel their enrolment on account of unsatisfactory course progress. The appeal must be in writing and submitted to the Registrar following the Grievances and Appeals Policy. It must provide reasons as to why the College should allow their enrolment to continue and for the student not to be reported to the Department of Home Affairs through the PRISMS.
- Appeal must be submitted within twenty (20) working days of the date of receiving a letter from the College notifying them of the intention to report.
- Appeal submissions should contain as much relevant information as possible to help the College reach a decision, including:
  - any compassionate or compelling reasons for the student's poor performance, supported by documentary evidence,
  - any remedial action undertaken since the student was placed under the Academic Caution or advised of being at risk of unsatisfactory course progress, and
  - how the student intends to improve their academic performance if permitted to continue their enrolment.
- Students who submit an appeal application will be notified of the outcome within ten (10) working days.

## 4.8 Interventions

- An Intervention is any remedial activity or course of action determined to be appropriate by the Academic Review Committee or the Board of Examiners or the Academic Board, during a trimester to assist a student under Academic Caution or those identified as being at-risk.
- Intervention may include:
  - additional pastoral, and/or student learning, and/or English language support activities
  - attendance at pre-arranged counselling session(s)
  - attendance at academic consultation session/s with the relevant academic staff to discuss and agree on a study plan, and subsequent implementation of the plan
  - a temporary reduction in the study load
  - exit the course with a lower level qualification and or transfer to a different course in the College, or
  - in special circumstances, apply for Special Consideration.

All intervention measures planned for a student under Academic Caution or found to be at risk must be fully documented and recorded in the CHS Student Management System.

## 5. Responsibilities

### 5.1 Students

- Students are ordinarily expected to pass all units in which they are enrolled in a trimester.
- Students are expected to monitor their academic status by viewing their academic standing through the Student Management System.
- A student who fails 50% or more of the credit points attempted in a trimester will be considered as not making satisfactory progress and will be placed on, or maintained on, academic probation where relevant.
- Students who fail a unit twice are not permitted to re-enrol in that unit, or an equivalent unit, unless there are exceptional circumstances as determined by the Academic Review Committee or recommended by the Appeals Committee. Students who fail a core unit twice will be asked to show cause in writing to the Registrar why they should not be excluded from that course.
- Students who fail any two units containing clinical or professional experience/field work due to unsatisfactory performance in clinical or professional experience/field work will be asked to show cause in writing to the Registrar why they should not be excluded from that course.

### 5.1 Academic Registrar

- The Academic Registrar shall compile a report from the Student Management System (and or other sources) of students who have been under observation or on probation (being subject to intervention measures), as well as the students newly identified as having failed one or multiple assessment tasks.
- The Academic Review Committee and or the Board of Examiners shall review the status of all students and shall place each student in an appropriate category of academic standing together with the intervention measures needed in the case of students under Academic Caution or At-Risk as well as those whose enrolments should be cancelled on account of unsatisfactory academic progress.
- The Academic Registrar shall write to students who, because of their results, are required to show cause why their enrolment in their course should not be cancelled. The letter to the student shall include the

grounds why they are required to show cause and the deadline by which the written submission is to be received to prevent their enrolment being cancelled;

- In addition, the Academic Registrar (assisted by the Student Services team) shall send a text message to the affected students to alert them that an important email from the Academic Registrar has been sent to their College email account. Where only an Australian landline phone number is recorded Student Services team shall attempt to contact the student on that number.
- Following each trimester, the Academic Registrar submits a report to the Academic Review Committee or the Board of Examiners on students on probation, or whose enrolments have been cancelled for academic reasons, along with a summary of the outcome for students who were required to show cause.
- The Academic Registrar oversees the reporting of overseas students who deemed to have made unsatisfactory progress to the Department of Home Affairs under Section 19 of the Education Services for Overseas Students Act 2000.

## 5.2 Academic Review Committee

- The Academic Review Committee shall meet mid-trimester to review students' course progress
- The Academic Registrar shall provide an update on the progress of students placed on probation or under academic caution or identified as being at risk of failing to complete their course.
- The Committee shall consider all show cause letters from students and make a decision if the show cause is upheld or denied.
- The Academic Registrar advises students in writing (with a copy held in the Student Management System), of the outcome of their show cause letter.
- Where the decision is made to uphold their show cause the letter includes the conditions required to continue in their course, including the study progress rate, academic supervision, accessing additional academic support etc.

## 5.3 Directors of Study

- Directors of Study provide students placed on academic probation with:
  - Academic advice, including a restructured program indicating the units in which they should enrol; and
  - Information about the academic support available at CHS.
- Directors of Study shall monitor students placed on academic probation (being under academic caution or found to be at risk) to ensure they are accessing the academic support resources, follow the required study programs or measures and engage with their studies.

## 6. Records

Records associated with this policy shall be maintained according to the Records Management Policy and Record Retention and Disposal Schedule.

## 7. Related Documents

- CHS Guidelines for Academic Performance Monitoring and Early Intervention
- CHS Delegation Authorities Course Progress
- CHS Academic Board Charter
- CHS Board of Examiners Responsibilities and TOR
- CHS Academic Review Committee Terms of Reference
- CHS Academic Integrity Policy



- CHS Assessment Policy
- CHS Student Code of Conduct

## **8. Related legislation**

- Higher Education Support Act 2003
- Tertiary Education Quality and Standards Agency (TEQSA) Act 2011
- TEQSA Higher Education Standards Framework (Threshold Standards) 2015
- Education Services for Overseas Students (ESOS) Act 2000 and National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)
- Australian Qualifications Framework (AQF).