

CHSQF017 Student Progress Policy and Procedure

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1. Purpose

The purpose of this policy is to define the approach adopted by ECA College of Health Sciences (**CHS or the College**) to monitor student progress.

The College requires that the academic achievement of each student is monitored so that students who are determined to be 'at risk' can be provided with advice and support to ensure successful course completion whenever possible.

It further defines the grounds for exclusion of a student due to lack of satisfactory academic progress.

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.

3. Definitions

Term	Definition
<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>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>Suspension</i>	Cancellation of a student's enrolment at the College due to unsatisfactory course progression under this policy. During Suspension 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>Unsatisfactory</i>	The status of students identified under this policy as not progressing satisfactorily through their course.

4. Principles

The following principles inform the design and implementation of the Student Progress Policy.

4.1 Duty of care toward the student

The College shall provide appropriate, timely and proactive support to students to help them achieve course learning outcomes and their academic goals, by ensuring, as far as possible that:

- Students complete their courses within the terms of their enrolment by providing additional support to them where necessary; and
- In the case of a overseas student, by exception found to be at risk of not completing their studies in the prescribed time and as part of an intervention strategy agree to extend their Certificate of Enrolment (CoE) duration.

4.2 Timeliness

Students' performance shall be monitored continuously by the academic staff in each unit of study.

Course progression is monitored on a study period basis upon approval of grades by the Board of Examiners. The Registrar's Office ensures that decisions and processes concerning course progression are completed in time for students to take appropriate action before census for the following trimester. 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 prior to census date and continue following each assessment activity for each unit of study. The results of this monitoring will be used to identify and report poorly performing students.

4.3 Record-keeping and access to records

A Course Progress Register is kept by the 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 Director of Studies shall identify students under this Policy based on their academic results, though in determining an intervention for poorly performing students they may take into account the results of the early intervention measures and the student's attendance records.

5. Maximum time to complete a course

Students must meet the completion requirements of a course within a prescribed period from the date of first enrolment. The rationale for placing a timeframe on course completion is to ensure that the qualification awarded reflects currency of knowledge and skill.

5.1 Maximum time allowed to complete a course

The maximum time allowed to complete the requirements of a course are listed in the table below. The time elapsed will be calculated from the date that the student commenced their first term.

Course	Maximum time allowed to complete	
	Domestic students	International Students
Graduate Certificate in Health Management	2 years	6 months
Graduate Diploma in Health Management	3 years	12 months
Master of Health Management	4 years	2 years

5.2 Recording and assessing course progress requirements

CHS monitors the course progress of all students through the development of a Progression and Completion Rates report by the Dean which is tabled quarterly to CHS's Learning and Teaching Committee.

Further, in consultation with the Dean, the Registrar monitors student course progress and enrolment load for all students to plan unit timetabling, and, in the case of international students, to ensure that they are meeting their visa requirements.

Where the Dean or Registrar identifies that a student is at risk of not completing the course within the maximum time allowed, they will intervene with the student in an academic advisory session. In that session the Associate Dean will develop with the student a study plan that will enable the student to either complete their studies within the prescribed time or complete the course in an extended period (as per section 2.3).

Where an international student is at risk of failing to meet their visa requirements, the Registrar will follow the procedures specified in section 6 of this policy.

5.3 Applications for an extension of time (domestic students)

Domestic students who fail to complete within the prescribed period or that are at risk of not completing the course within the prescribed time, and who can reasonably be expected to meet the course requirements within two additional terms may apply for an extension of time. Each application will be considered on its merits and with reference to the student's academic performance to date.

Applications for an extension of time to complete the course must be made in writing to the Associate Dean at least one term prior to the expiry of the student's prescribed maximum time to complete. The application must include reasons for the student's inability to complete the qualification in the prescribed period. The Associate Dean will provide a written response to the student within twenty working days outlining their decision and informing the student of their right to appeal the decision.

5.4 Students who fail to complete within the time limit

Domestic students who fail to complete course requirements within the specified time limit (including any extension of time granted) will have their enrolment terminated and a statement noting that 'the maximum time to complete the course has been exceeded' will appear on the final Record of Results issued to the student. The student will be advised in writing of the decision to terminate their enrolment and will also be advised that they have twenty working days from receiving notification of the decision to terminate their enrolment to appeal the decision.

5.5 Requirement to attain minimum academic standards

Students are required to attain the following minimum academic standards to be deemed to be maintaining satisfactory academic progress in a course:

- a. Satisfactory performance in formative assessments in units; or/and
- b. Satisfactory academic literacy and English language proficiency in submitted unit assessments; or/and
- c. Not more than one failure in a unit; or
- d. Not fail 50% or more of the units that make up a course of study.

The Associate Dean monitors the academic performance of each student against the minimum academic standards throughout the term and at the end of each term. Where a student has failed to meet the minimum academic standards, the Associate Dean will deem that student as being 'at risk'.

Students are further expected to conduct themselves in their academic studies honestly and ethically and to carefully acknowledge the work of others in all their academic activities. Failure to meet this expectation may constitute academic misconduct. The management of and response to alleged misconduct is dealt with under CHSQF002 Student Academic Integrity Policy and Procedure.

5.6 Formative assessments as a means of identifying students at risk

Academic performance monitoring is operationalised through formative assessments throughout a unit. These are implemented to assure educators that students are appropriately engaged in the unit and to gauge whether students are meeting appropriate academic standards.

The first of these formative assessments is usually submitted and marked during week three, following the census date. The remaining formative assessments are usually positioned between weeks four and seven to enable continuous monitoring of student engagement.

If after marking a formative assessment an educator believes that a student is at risk academically then they will immediately notify the Associate Dean.

3.2 Review process for students deemed 'at risk'

Once the Associate Dean has been notified by an educator that a student may be at risk academically, they will contact the student and arrange an appointment as soon as possible for an academic advisory session.

During the academic advisory session, the Associate Dean and the student will determine what additional support will be provided to the student and an intervention strategy will be put in place. This may include, but is not limited to, the student:

- a. undertaking supplementary training to enhance their academic literacy and English language proficiency skills (see section 6 of this policy);
- b. entering into a learning contract;
- c. attending academic skills seminars;
- d. receiving individual case management;
- e. attending additional advisory sessions;
- f. receiving assistance with personal issues which are influencing progress;
- g. receiving mentoring; or
- h. a combination of the above.

The student will also be advised of the possibility that conditions may be placed on their enrolment if they do not meet academic standards.

International students will also be advised of the possibility that may be in contravention of their visa conditions if they do not meet academic standards (explained in section 8 of this policy).

When advising students at risk, specific consideration will be given to Aboriginal and Torres Strait Islander students to support them to progress and complete their course.

A record of the academic advisory session will be signed by the advisor and the student and placed on the student's file.

5.7 Students who continue to fail to meet minimum academic standards

If a student continues to fail to meet minimum academic standards after an intervention strategy has been put in place, the Associate Dean will request that the student provide a written statement within twenty working days outlining reasons why they should be permitted to continue their enrolment in the course.

A student who does not submit a written statement by the due date shall have their enrolment terminated.

The Associate Dean shall consider the written statement and may:

- a. terminate the student's enrolment; or
- b. permit the student to continue with or without specific conditions.

The Associate Dean will provide a written statement to the student within 20 working days outlining their decision and informing the student of their right to appeal the decision.

A student who is permitted to continue their enrolment in the course, but with conditions imposed, who again fails to attain the minimum academic standards or breaches the conditions imposed, will have their enrolment terminated due to unsatisfactory academic progress.

An international student who is permitted to continue their enrolment in the course, but with conditions imposed, who again fails to attain the minimum academic standards in the following term or breaches the conditions imposed, will have their enrolment terminated at the end of that term due to unsatisfactory academic progress and the procedure specified in section 6 will apply.

5.8 Consequences of termination of enrolment

Students whose enrolment is terminated due to unsatisfactory academic progress or exceeding the maximum time to complete the course and who wish to undertake further study will need to apply to the College for re-admission in line with the CHS Admissions Policy and Procedure.

6. Academic Literacy and English Language Proficiency

Academic literacy and English language proficiency are important factors in a student being able to satisfactorily progress through their course.

‘Academic Literacy’ refers to the capacity of a student to undertake formal study and to understand and communicate discipline-specific knowledge.

‘English language proficiency’ refers to the student’s ability to understand and communicate knowledge effectively in both written and spoken English.

Higher Education Providers are responsible for ensuring their students are sufficiently competent in the English language to participate effectively in their studies. This responsibility is partly met through English language admission standards specified in the CHS Admissions Policy and Procedure.

While students admitted to the College will have met the required entry standards in English language, to assist in the identification of students requiring further development of their academic literacy and English language proficiency skills, each initial unit in the College’s accredited courses contains early formative assessment tasks. If the unit Educator deems that the outcomes for these formative assessments are unsatisfactory due to poor academic literacy and English language proficiency, then the student will be identified as ‘at risk,’ and referred to the Associate Dean for a more comprehensive assessment (see section 5.1).

Following the assessment, the Associate Dean will put in place an intervention strategy (see section 5.2) to assist the student to enhance their academic literacy and English language proficiency skills. This may include:

- a. undertaking academic skills seminars;
- b. referral to external English proficiency support services; and/or
- c. receiving one-on-one support and coaching services.

Information about support services to assist students to enhance their academic literacy and English language proficiency skills is provided in the online CHS Student Central including reference to this policy. Students may self-refer to student support for assistance with academic literacy and English language proficiency at any time.

7. Failing a prerequisite unit

Normal course progression rules require that a student who has not passed a prerequisite for entry to a specific unit cannot be enrolled in that unit. However, where a student believes that this rule may adversely affect their course progress, the student may seek a review of this rule by writing to the Associate Dean. The Associate Dean will assess the student’s academic record and, if the Associate Dean believes the student has a fair chance of success, they may allow the student to repeat the prerequisite unit concurrently with the unit for which it is a prerequisite.

8. International students

International students are expected to complete their course in the standard number of weeks for a student undertaking a full-time load (the registered CRICOS course duration) less any time for credit granted by the College. This time period is noted on the student’s CoE and in the Letter of Offer.

Monitoring international students' enrolment load and academic progress, follows the procedure specified in section 4 of this policy. Issues with international students maintaining academic standards are managed through the procedure specified in sections 5 and 6 of this policy, which may include the development of an intervention strategy to improve progress.

In developing an intervention strategy (as described in 5.2 and 6 above), the Associate Dean may extend the duration of an international student's visa where it is clear the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:

- a. compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes); and/or
- b. an intervention strategy being implemented for students who are at risk of not meeting minimum academic standards; and /or
- c. an approved deferral or suspension of the overseas student's enrolment has occurred.

If the College extends the duration of a student's enrolment, the student will be advised to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Where an international student has failed to meet minimum academic standards, on the advice of the Associate Dean, the Dean may consider a reduction in their study load as part of an intervention strategy. All considerations for a reduction in study load due to failure to meet academic standards will be at the sole discretion of the Dean.

Following an intervention strategy being put in place, if an international student fails to meet the minimum academic standards in a second consecutive term, the Associate Dean will advise the student in writing of the intention to report the student for not achieving satisfactory academic progress. The student will be advised that they should seek advice from the Department of Home Affairs on the potential impact on their student visa if they are reported for failure to meet minimum academic standards. The student will also be advised that they have 20 working days to access the College's grievance handling process if they wish to do so.

The student has a right to continue their studies in the course during the period for lodging a grievance or appeal and, if the student lodges a grievance or appeal, during the period the grievance or appeal is being considered.

After all grievance and appeals processes are finalised, or if the student has chosen not to access the grievance handling process within 20 working days, or the student has withdrawn from the grievance and appeals process in writing the student's enrolment will be formally cancelled, and the College will report the student through PRISMS.

9. Review of a decision

A student may request a review of a decision made under this policy. The grounds for a review are that the decision is inconsistent with this policy. Requests for review must be made in writing and lodged with the Dean within ten working days of the student receiving written notification of the decision. The Dean will respond in writing to the request within 20 working days and may confirm or vary the decision.

If a student remains dissatisfied with the outcome of their request for a review, they may utilise the College's Student Grievance Handling Policy and Procedure [QAF090].

All decisions made by the Dean regarding reviews of decisions under this policy will be reported to and reviewed by the Academic Quality Committee.

10. Related Documents

- CHS Delegation Authorities Course Progress
- CHS Governance Charter
- CHS Board of Examiners Responsibilities and TOR

- CHS Academic Integrity Policy
- CHS Assessment Policy
- CHS Student Code of Conduct

11. Version control

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