

Academic Course Progress Procedure (International)

PROCEDURE PURPOSE

This procedure explains the process and steps for managing Academic student's course progress (including monitoring progress and reporting students to the Department of Home Affairs for unsatisfactory course progress) at UTS College and should be read in conjunction with the Academic Course Progress Policy (International).

SCOPE

This procedure applies to all students on student visas, enrolled in UTS College academic courses (including the UTS Foundation Studies programs which are offered by UTS College on behalf of UTS, Cambridge International AS and A Levels Program, Diploma and Graduate Certificate courses offered by UTS College.)

This procedure also applies to all staff involved in the management and reporting of UTS College students' academic progress.

DEFINITIONS are set out at the end of this procedure.

PROCEDURE STEPS

Activity	Description	Responsible
MONITORING ACADEMIC PROGRESS		
1.1	Student academic progress must be monitored and assessed throughout each study period or, at the minimum, at the end of each study period.	Teacher/Student Success Adviser
1.2	Students are expected to monitor their own academic progress throughout each study period.	Student
EARLY INTERVENTION		
2.1	At any time during the study period, when a teacher becomes aware of issues or has concerns regarding a student's academic progress they should first speak to the student and then advise the Student Success Adviser and the academic co-ordinator of these concerns.	Teacher
2.2	At any time during the study period, when a student is identified by their teacher as at 'possible risk of failing', the teacher should verbally remind the student of the academic progress requirements and offer counselling and assistance. If needed, the teacher should refer the student to a Student Success Adviser via Drop Out Detective	Teacher / Student Success Adviser

	<p>Advisers Alert function for following up support.</p> <p>Records of early intervention are to be kept on the student's file.</p>	
FORMAL INTERVENTION		
3.1	<p>Where a student fails their first assessment in any subject during a study period, they are deemed 'at risk' of not meeting academic course progression requirements and must be sent an Academic Course Progress Policy (International) reminder letter and advised that they are required to meet with the Student Success Adviser to discuss and develop intervention strategies. Students may take a support person to this meeting.</p> <p>For Cambridge International AS and A Levels Program, students who scored a grade with E or U with an assessment in any given study period except summer semester are deemed to be at risk of not meeting UTS College academic course progression requirements, same action as above will be taken.</p> <p>Copies of reminder letters and related correspondence are to be kept on the student's 'file'.</p>	Student Systems Analyst / Student Success Adviser
3.2	<p>If a student fails 50% or more subjects in a study period, or fails a subject for a second time, they are deemed at high risk. An Academic Course Progress Policy (International) Warning Letter must be sent as soon as a student has been identified as at high risk. This letter will advise that unsatisfactory academic progress may lead to them being reported to the Department of Home Affairs. Students will also be required to meet with the Student Success Adviser to discuss further action / intervention strategies. Students may take a support person to this meeting.</p> <p>For Cambridge International AS and A Levels Program, students who scored a final grade with E or U for over 50% of their subjects in any given study period except summer semester are deemed to be at high risk of not meeting UTS College academic course progression requirements, same action as above will be taken.</p> <p>Copies of warning letters and related correspondence are to be kept on the student's file.</p>	Student Systems Analyst / Student Success Adviser
3.3	<p>Students identified as 'high risk' will be placed on an Academic Success Program and will be required to meet the conditions as set out in the Academic</p>	Student Success Adviser

	<p>Success Agreement to improve their academic performance.</p> <p>Copies of this agreement and related correspondence are to be kept on the student's file. A signed Academic Success Agreement is a condition for an extension of study with a new CoE.</p>	
3.4	<p>UTS College will only extend the duration of study, which might require an additional CoE, where students are permitted to re-enrol -</p> <ul style="list-style-type: none"> • Under compassionate or compelling circumstances, when it is clear the student will not be able to complete by the end date of the CoE. • where intervention strategies have been implemented for students at risk of not making satisfactory course progress • as approved deferment or suspension of study <p>Where UTS College decides to extend the duration of a student's study due to any of the conditions above, UTS College will issue a new CoE through PRISMS when required. This action <u>must</u> be done within fourteen days of the student's re-enrolment.</p> <p>A record of all CoEs are kept in the student's file.</p>	Student Adviser/Student Compliance Officer
INTENTION TO REPORT TO DEPARTMENT OF HOME AFFAIRS		
4.1	<p>Students who fail 50% or more subjects over two consecutive study periods or fails a subject more than twice or have more than five subject fails on their entire academic record will be deemed as having unsatisfactory academic progress.</p> <p>Cambridge International AS and A Levels Program students who receive a final grade with E or U for 50% or more subjects over two consecutive study periods or have more than five subjects with E or U grades on their entire academic record will be deemed as having unsatisfactory academic progress.</p>	Student Success Adviser
4.2	<p>Students who are deemed as having unsatisfactory academic progress and who have received an Academic Course Progress Policy (International) Warning Letter in the previous semester must be emailed the Intention to Report (ITR) letter, informing them that they are able to access the UTS College Student Complaints and Appeals process, and that they have 20 working days in which to do so.</p>	Student Compliance Officer

	Copies of ITR letters and related correspondence are to be kept on the student' file.	
APPEALS		
5.1	<p>A student may appeal a decision to report their failure to meet academic course progress requirements on the following grounds:</p> <ol style="list-style-type: none"> i. UTS College's failure to record or calculate the student's marks accurately, ii. compassionate or compelling circumstances, or iii. UTS College has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student. <p>To make an appeal, the student must:</p> <ul style="list-style-type: none"> ▪ write a letter to Student Complaints Resolution Office stating that they are appealing the intention to report, and setting out the grounds for their appeal ▪ if these grounds include compassionate or compelling circumstances, provide supporting documentary evidence ▪ submit this letter to Student Complaints Resolution Office no more than 20 working days after they received the Intention to Report letter <p>During the appeal process, the student must continue to attend all scheduled classes. Failure to do so may result in the appeal being found in UTS College's favour.</p>	Student / Student Compliance Officer
5.2	<p>Internal appeals will be reviewed by the following procedures.</p> <p>Student Compliance Officer will prepare students' Appeal Resolutions, including their internal appeal letters and any supporting documents if provided.</p> <p>Once reviewed, Student Compliance Officer submits Appeal Resolutions to Student Services Manager for final decisions.</p> <p>Student Compliance Officer will notify students of the outcome via emails and will inform the students of access to external appeal process if internal appeal application is rejected.</p> <p>Copies of appeals and related correspondence are to be kept on the student's file.</p>	Student Compliance Officer / Student Services Manager

5.3	UTS College must maintain the student's enrolment while the complaints and appeals process is ongoing as per the Student Complaints and Appeals Policy.	Student Compliance Officer / Student
REPORTING TO THE DEPARTMENT OF HOME AFFAIRS		
6.1	<p>If the student:</p> <ul style="list-style-type: none"> - chooses not to access the complaints or appeals processes within the 20 working day period; - withdraws from the complaints or appeals process; or - on completion of the complaints and appeals process unsatisfactory academic course progress is confirmed and no external appeals have been accessed. - accesses external appeal and the appeal outcome is in favour of UTS College. 	Student Compliance Officer
6.2	<p>For Foundation Studies Students</p> <p>The UTS Compliance Officer will review the student's file to ensure policy and procedure have been complied with and, if satisfied that all steps have been complied with, advise the Student Compliance Officer that the student can be reported via PRISMS.</p>	Compliance and Reporting Officer / UTS Compliance Officer
6.3	The Student Compliance Officer will make a recommendation to the UTS College Student Services Manager that the student be reported via PRISMS.	Student Compliance Officer
6.4	The UTS College Student Services Manager will review the student's file and make a recommendation to Student Compliance Officer on whether or not the student should be reported via PRISMS.	Student Services Manager
6.5	Student Compliance Officer will report the student to the Department of Education and the Department of Home Affairs via PRISMS as soon as practical.	Student Compliance Officer
6.6	Once a student is reported on PRISMS, the student will be excluded from UTS College. Students who are excluded are not permitted to re-enrol in any UTS College course for 2 years.	Student / Student Adviser

DEFINITIONS

Academic Student	Student enrolled in the UTS Foundation Studies program, offered by UTS College on behalf of UTS, Cambridge International AS and A Levels Program, Diploma and Graduate Certificate courses offered by UTS College.
Academic Success Agreement	An Academic Success Agreement is made between a 'high risk' student and their Student Success Adviser and details specific performance improvement conditions and initiatives which a student must meet. See "At High Risk".
Academic Success Program	An Academic Success Program is an agreed plan of intervention strategies put in place by a Student Success Adviser to help improve an 'at high risk' student's academic performance.
'At Risk'	Students who fail an assessment in any given study period are deemed to be at risk of not meeting UTS College academic course progression requirements. For Cambridge International AS and A Levels Program, students who scored a grade with E or U with an assessment in any given study period except summer semester are deemed to be at risk of not meeting UTS College academic course progression requirements.
'At High Risk'	Students who fail over 50% of their subjects in any study period, or students who fail any subject for a second time, are deemed to be at high risk of not meeting UTS College academic course progression requirements. For Cambridge International AS and As Levels Program, students who scored a final grade with E or U for over 50% of their subjects in any given study period except summer semester are deemed to be at high risk of not meeting UTS College academic course progression requirements.
CoE	Confirmation of Enrolment (CoE) - A document provided electronically, which is issued by UTS College to intending international students and which must accompany their application for a student visa. It confirms the international student's eligibility to enrol in a particular program.
Compassionate or Compelling Circumstances	'Compassionate or compelling circumstances' are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to: <ul style="list-style-type: none"> • serious illness or injury, where a medical certificate states that the student was unable to attend classes; • bereavement of close family members such as parents or grand parents; • major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; • a traumatic experience which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists' reports); • Any other circumstance would require evidence to be considered as compassionate or compelling.

Course	The term “course” is used throughout this document to refer to UTS Foundation Studies program, Cambridge International AS and A Levels Program, UTS College Diploma and Graduate Certificate courses.
Drop out Detective	A program from AspireEDU that integrates directly with Canvas to provide a “risk index” of how likely it is that each student will drop out or fail their course(s). The program basically analyses past and current behaviour to predict future performance.
ESOS	The Education Services for Overseas Students 2000 (ESOS Act).
Excluded/Exclusion	Students who are excluded are not permitted to enrol in any UTS College course for 2 years.
Individual Access and Inclusion Plan	A formal document prepared by UTS College to: <ul style="list-style-type: none"> ▪ record its decisions on the reasonable adjustments that are appropriate to meet an individual student’s access and inclusion requirements, and ▪ constitute an agreement with the student that it will provide these adjustments.
Intention to Report (ITR)	In the context of this policy the notice of UTS College’s Intention to Report an international student to the Department of Home Affairs for not achieving satisfactory academic progress, which is in breach of student visa conditions.
Intervention Strategy	The process of identifying and supporting students who, because of poor performance, are identified as being at risk of failing to make satisfactory academic progress. Intervention strategies may include but are not limited to: <ul style="list-style-type: none"> ▪ Regular meetings with teachers / Student Success Advisers for study assistance ▪ Support with implementing effective study strategies and time management skills ▪ Granting of Special Consideration in circumstances of serious illness or misadventure, which has affected the student’s ability to submit or sit for assessments. ▪ Adding to the Access Inclusion register and developing of Individual Access and Inclusion Plan if student’s needs comply with Education Access Inclusion policy ▪ Accessing learning support at UTS College ▪ Reducing course load (if before census date academic students can be advised to drop subjects) ▪ Accessing counselling support ▪ Referring to any other support services if and when required. ▪ A combination of the above.
Medical Certificate	A certificate issued by a registered medical provider such as hospitals, doctors, dentists (Emergency appointments only), psychiatrists and psychologists. UTS College does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc. The

	medical certificate must be original and must state the provider number. Medical certificates bought online are not acceptable.
National Code	National Code of Practice for Providers of Education and Training to Overseas Students 2018, a legislative instrument under the ESOS Act.
PRISMS	Provider Registration and International Students Management System.
Program	See “Course”.
Satisfactory Academic Progress / Satisfactory Course Progress	Satisfactory advancement within a course towards its completion, as demonstrated by satisfactory participation in and completion of formal assessment components scheduled throughout the course. See “Unsatisfactory Academic Progress / Unsatisfactory Course Progress.”
Special consideration	The term used when a student who is experiencing (or anticipates that he or she will experience) significant difficulty in meeting assessment requirements due to serious illness or psychological condition, loss or bereavement, hardship or trauma. To have these factors considered in the determination of variation to assessment requirements or other special arrangements for learning and assessment.
Staff	People employed to work on an ongoing, fixed term, sessional or casual basis under the terms and conditions of an employment agreement (contract) issued by UTS College.
Student	In this policy student refers to overseas students on a current student visa who are enrolled in UTS College academic programs.
Study Period	One semester in a Graduate Certificate, Diploma, UTS Foundation Studies program or Cambridge International AS and A Levels Program
Student Success Adviser	Student Success Advisers are responsible for liaising with teaching staff to identify students at risk, offering learning support and other relevant support to students.
Support Person	Friend or relative.
Teacher	Includes any class teacher, academic coordinator or tutor.
UTS College	Insearch Limited, its representative offices and its controlled entities.
Unsatisfactory Academic Progress / Unsatisfactory Course Progress	Unsatisfactory academic progress is defined by: a) Failing fifty per cent (50%) or more of subjects over two consecutive study periods; b) Failing a subject more than twice; c) Having more than five (5) fail results on their entire academic record. Unsatisfactory academic progress for Cambridge International AS and A

	<p>Level Program is defined by:</p> <ul style="list-style-type: none"> a) Receiving a final grade with E or U for fifty percent (50%) or more of subjects over two consecutive study periods; or b) Having more than five (5) subjects with E or U grades on their entire academic record.
UTS College Academic Courses	See "Course".

SUPPORTING DOCUMENTS:

- Academic Course Progress Policy (International)
- Education Access and Equity Policy
- Education Access and Inclusion Reasonable Adjustment Procedure
- Support for Students Policy
- Special Consideration Procedure Student Complaints and Appeals Policy
- Student Complaints and Appeals Procedure
- Academic Course Progress Policy (International) Reminder letter
- Academic Course Progress Policy (International) Warning letter
- Intention to Report (ITR) letter

ADMIN USE ONLY

APPROVAL	
Position title:	Dean Date: 6 May 2024
Procedure Title	Academic Course Progress Procedure (International)
Executive	Dean
Manager	Student Services Manager
Procedure ID	PROC/EDUC/12/24
Effective Date	6 May 2024

VERSION HISTORY

No.	Author	Description of change/purpose	Date
1.0	Zoe Wang	<ul style="list-style-type: none"> Updated the scope of the procedure. Listed detailed intervention strategy. Added to the definition of unsatisfactory academic progress. Added exclusion period for reported ITR students. Changed Study Success Adviser to Student Success Adviser. 	7 July 2023
1.1	Zoe Wang	<ul style="list-style-type: none"> Updated the scope of the procedure to include Cambridge program Listed detailed intervention strategy in procedure body Updated relevant definitions to reflect Cambridge program Added extending duration of course clause to meet compliance requirement.to replace “completion within expected duration procedure” 	19 March 2024