

## 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 Insearch and should be read in conjunction with the Academic Course Progress Policy (International).

### SCOPE

This procedure applies to:

1. All students on student visas, enrolled in UTS Insearch academic courses (including the UTS Foundation Studies programs which are offered by UTS Insearch on behalf of UTS, and Diploma Programs offered UTS Insearch.)
2. All staff involved in the management and reporting of UTS Insearch students' academic progress.

This procedure **does not** apply to UTS Insearch domestic students, or students on other types of non-student visas (i.e. a tourist or working holiday visa).

### PROCEDURE STEPS

Activity	Description	Responsible
<b>MONITORING ACADEMIC PROGRESS</b>		
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
1.2	Students are expected to monitor their own academic progress on line throughout each study period.	Student
<b>EARLY INTERVENTION</b>		
2.1	At any time during the study period, when a teacher becomes aware of issues or has concerns regarding student's academic progress they should first speak to the student and then advise the Study Success Adviser and the subject co-ordinator of these concerns.	Teacher

2.2	<p>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.</p> <p>Records of early intervention are to be kept on students' academic file.</p>	Teacher / Study Success Adviser
<b>FORMAL INTERVENTION</b>		
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 <b>Academic Course Progress Policy (International) reminder</b> letter and advised that they are required to meet with the Study Success Adviser to discuss / develop intervention strategies. Students may take a support person to this meeting.</p> <p>Copies of reminder letters and related correspondence are to be kept on the students' academic file.</p>	Education Compliance Officer / Study 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 <b>Academic Course Progress Policy (International) Warning Letter</b> 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 Study Success Adviser to discuss further action / intervention strategies. Students may take a support person to this meeting.</p> <p>Copies of warning letters and related correspondence are to be kept on the students' academic file.</p>	Education Compliance Officer / Study Success Adviser
3.3	<p>Students identified as 'high risk' will be placed on an <b>Academic Success Program</b> and will be required to meet the conditions as set out in the <b>Academic Success Agreement</b> to improve their academic performance.</p> <p>Copies of this agreement and related correspondence are to be kept on the student academic file.</p>	Study Success Adviser

<b>INTENTION TO REPORT TO DEPARTMENT OF HOME AFFAIRS</b>		
4.1	Students who fail 50% or more subjects over two consecutive study periods, fails a subject more than twice or has more than five subject fails on their entire academic record will be deemed as having unsatisfactory academic progress.	Study Success Adviser
4.2	Students who are deemed as having unsatisfactory academic progress and who have received an <b>Academic Course Progress Policy (International) Warning Letter</b> in the previous semester must be posted and emailed the <b>Intention to Report (ITR)</b> letter, informing them that they are able to access the UTS Insearch Student Complaints and Appeals process, and that they have <b>20 working days</b> in which to do so. Copies of ITR letters and related correspondence are to be kept on the students' academic file.	Education Compliance Officer
<b>APPEALS</b>		
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"> <li>i. UTS Insearch's failure to record or calculate the student's marks accurately,</li> <li>ii. compassionate or compelling circumstances, or</li> <li>iii. UTS Insearch has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.</li> </ol> <p>To make and appeal, the student must:</p> <ul style="list-style-type: none"> <li>▪ write a letter to Dean of Studies stating that they are appealing the intention to report, and setting out the grounds for their appeal</li> <li>▪ if these grounds include compassionate or compelling circumstances, provide supporting documentary evidence</li> <li>▪ submit this letter to Education Compliance Officer no more than 20 working days after they received the Intention to Report letter</li> </ul> <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 Insearch's favour.</p>	Student / Education Compliance Officer

5.2	<p>Internal appeals will be reviewed by the following procedures.</p> <p>Education Compliance Officer will prepare students' Appeal Resolutions, including their internal appeal letters and any supporting documents if provided.</p> <p>Once reviewed, Education Compliance Officer submits Appeal Resolutions to Dean of Studies for final decisions.</p> <p>Executive Assistant of Dean of Studies 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 students' academic file.</p>	Education Compliance Officer / Dean of Studies / Executive Assistant of Dean of Studies
5.3	UTS Insearch must maintain the student's enrolment while the complaints and appeals process is ongoing as per the Student Complaints and Appeals Policy.	Education Compliance Officer / Student
<b>REPORTING TO THE DEPARTMENT OF HOME AFFAIRS</b>		
6.1	<p>If the student:</p> <ul style="list-style-type: none"> <li>- chooses not to access the complaints or appeals processes within the 20 working day period;</li> <li>- withdraws from the complaints or appeals process; or</li> <li>- on completion of the complaints and appeals process unsatisfactory academic course progress is confirmed and no external appeals have been accessed.</li> </ul>	Education Compliance Officer
6.2	<p><b>For Foundation Studies Students</b></p> <p>The UTS Compliance Officer will review the student academic file to ensure policy and procedure have been complied with and, if satisfied that all steps have been complied with, advise the Education Compliance Officer that the student can be reported via PRISMS.</p>	Education Compliance Officer / UTS Compliance Officer
6.3	The Education Compliance Officer will make a recommendation to the UTS Insearch Dean of Studies that the student be reported via PRISMS.	Education Compliance Officer

6.4	The UTS Insearch Dean of Studies will review the student academic file and make a recommendation to SSCR on whether or not the student should be reported via PRISMS.	Dean of Studies
6.5	SSCR will report the student to Department of Education and the Department of Home Affairs via PRISMS within 5 working days of finalising the decision to report.	SSCR
6.6	Once a student is reported on PRISMS, the student will be excluded from UTS Insearch. Students who are excluded are not permitted to re-enrol in any UTS Insearch course.	Student / Enrolments

**Standard 8 of the National Code must be adhered to at all times.**

## DEFINITIONS

Academic Success Agreement	An Academic Success Agreement is made between a 'high risk' student and their Study 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 Study Success Adviser to help improve an 'at high risk' student's academic performance.
Academic Student	A student enrolled in any UTS Foundation Studies program, offered by UTS Insearch on behalf of UTS, or Diploma program offered by UTS Insearch.
'At Risk'	Students who fail an assessment in any given study period are deemed to be at risk of not meeting UTS Insearch 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 Insearch academic course progression requirements.
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"> <li>• serious illness or injury, where a medical certificate states that the student was unable to attend classes;</li> <li>• bereavement of close family members such as parents or grandparents;</li> <li>• major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;</li> <li>• 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);</li> <li>• Any other circumstance would require evidence to be considered as compassionate or compelling.</li> </ul>
Course	The term "course" is used throughout this document to refer to UTS Foundation Studies programs and UTS Insearch Diploma courses.

Department of Education	Australian Government Department of Education.
Domestic Students	Students who are Australian Citizens, Australian Permanent Residents, New Zealand Citizens or persons who are entitled to stay in Australia, or to enter and stay in Australia, without limitation as to time.
ESOS	The Education Services for Overseas Students 2000 (ESOS Act).
Excluded/Exclusion	Students who are excluded are not permitted to enrol in any UTS Insearch course.
Individual Access and Inclusion Plan	<p>A formal document prepared by UTS Insearch to:</p> <ul style="list-style-type: none"> <li>▪ record its decisions on the reasonable adjustments that are appropriate to meet an individual student's access and inclusion requirements, and</li> <li>▪ constitute an agreement with the student that it will provide these adjustments.</li> </ul>
Intention to Report (ITR)	In the context of this policy the notice of UTS Insearch'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	<p>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.</p> <p>Intervention strategies may include but are not limited to:</p> <ul style="list-style-type: none"> <li>▪ Regular meetings with teachers / Study Success Advisers for study assistance</li> <li>▪ Support with implementing effective study strategies and time management skills</li> <li>▪ Granting of Special Consideration in circumstances of serious illness or misadventure, which has affected the student's ability to submit or sit for assessments.</li> <li>▪ Adding to the Access Inclusion register and developing of Individual Access and Inclusion Plan if student's needs comply with Education Access Inclusion policy</li> <li>▪ Accessing learning support at UTS Insearch</li> <li>▪ Reducing course load (if before census date academic students can be advised to drop subjects)</li> <li>▪ Accessing counselling support</li> <li>▪ Referring to any other support services if and when required.</li> <li>▪ A combination of the above.</li> </ul>

Medical Certificate	A certificate issued by a registered medical provider such as hospitals, doctors, dentists (Emergency appointments only), psychiatrists and psychologists. UTS Insearch 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".
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.
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."
SSCR	Student Sponsorship, Compliance and Reporting.
Study Success Adviser	Study Success Advisers are responsible for liaising with teaching staff to identify students at risk, offering learning support and other relevant support to students.
Student	In this policy student refers to overseas students on a current student visa who are enrolled in UTS Insearch academic programs.
Study Period	One semester in a Diploma or UTS Foundation Studies course. 12 teaching weeks.
Support Person	Friend or relative.
Teacher	Includes any class teacher, academic tutor, or lecturer.



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.
UTS Insearch	Insearch Ltd.
UTS Insearch Academic Courses	All UTS Foundation Studies programs, which are offered by UTS Insearch on behalf of UTS, and UTS Insearch Diploma programs.

## SUPPORTING DOCUMENTS:

- Academic Course Progress Policy (International)
- 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	
Signature:	
Name: <b>Tim Laurence, Dean of Studies</b>	Date: 19 March 2020
Procedure Title Executive Manager	Academic Course Progress Procedure (International) Dean of Studies Associate Dean of Studies
Procedure ID Effective Date:	PROC/EDUC/06/20 19 March 2020