



COURSE PROGRESS POLICY AND PROCEDURES

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POLICY

Under the National Code 2018, Duke College must monitor overseas student course progress for each course in which the overseas student is enrolled.

This policy and processes below will enable Duke College to identify, notify and assist an overseas student who are at risk of not meeting course requirements where there is evidence from the overseas student's participation in tuition activities that the overseas student is at risk of not meeting the course progress requirements.

Duke College will inform the overseas student before they commence the course of the requirements to achieve satisfactory attendance in each study period.

SCOPE:

This policy applies to:

- International students enrolled at Duke College
- Duke College Marketing, Admissions, Academic, Student Services and Administrative staff.

All Duke College staff are made aware of the requirements of this policy through regular meetings, staff updates, Staff Induction and continuous improvement practices. Students are made aware of the academic progress requirements through Student Handbook, Prior to enrolment and before the commencement of the course, and orientation program/processes and throughout the course by Academic and Admin staff.

This document provides procedures to ensure the Course progress of all overseas students (referred to as the student from hereafter) is recorded and monitored. This allows for early detection of a student's Unsatisfactory course progress and enables Duke College to provide support to the students with poor academic course progress by means of implementing intervention strategies and providing extra support.

POLICY STATEMENT/PURPOSE: -

- This policy and related procedure relates to the monitoring of students' course progress and the consequent procedures for reporting the unsatisfactory course progress.

- Duke College will ensure that duration of study specified in the CoE does not exceed the CRICOS registered duration for the respective courses on Duke College Scope of Registration.
- This policy and associated procedures will be made available to the students through Prior to enrolment and before the course commencement, Student orientation, college website www.duke.edu.au , and student handbook.
- This policy will ensure that all students' academic progress is monitored and students are given every opportunity to achieve the required academic progress for each course in which they are enrolled in.
- For the purpose of this policy, **the study period is defined as a semester**. There are 2 study periods in a year each comprising of 20 weeks of face to face teaching. Student get mid semester break after 10 weeks of teaching and semester break after the semester ends. The Students will be given a timetable for ALL allocated units delivered within each study period for the course.
- The required academic progress is identified by the number of units assessed as 'Competent' in each study period (Semester) – that is, a student must be deemed 'Competent' from all courses (All the units enrolled) throughout a Study period (Semester).
- Student at Risk Identification - Early Intervention
 - The student who does not achieve Satisfactory course progress {competency} from all the units/courses enrolled during the 10 weeks of study will be sent a warning letter (1st Early Interventions Support Letter) &
 - Where students have been identified as at risk of not meeting the academic requirement, all possible efforts shall be made by the means of intervention strategies to ensure that the student is given the opportunity to rectify their situation, & to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.
- If Duke College has assessed that the student is not meeting Course Progress requirements in accordance with its policies, Duke College will give the student a written notice of its intention to report.
- Duke College will also advise the student of their right to access the Duke College's internal complaints and appeals process within 20 working days from the notification date. The Duke College's complaints and appeals policy and procedures are available on the Duke College website www.duke.edu.au.

- Where a decision or outcome is in favour of the student, the Duke College will immediately revoke the decision to report the student unsatisfactory course progress & provide support to ensure overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE
- Duke College will maintain the student's enrolment by only reporting a breach of Satisfactory Course progress requirements in Provider Registration and International Student Management System (PRISMS) in accordance with section 19(2) of the ESOS Act. if:
 - the internal and external complaints processes have been completed and the breach has been upheld;
 - the student has chosen not to access the internal complaints and appeals process within the 20 working day period;
 - the student has chosen not to access the external complaints and appeals process; or
 - the student withdraws from the internal or external appeals process by notifying Duke College in writing.
- In above circumstances, the decision will be taken at the discretion of Duke College Director of Studies. Where this is not possible their non-compliance of this course progress requirement will be reported to Department of Education and Training and Department of Home Affairs (DHA) via Provider Registration and International Students Management System (PRISMS).
- The following procedures outline a process to ensure that students are made aware and given opportunities by the means of activation of intervention strategies to rectify the situation.

PROCEDURES

2.1 RECORDING STUDENT ACADEMIC PROGRESS

All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification that they are enrolled in based on their assessment outcome. The assessment shall be conducted by qualified trainers / assessors according to Duke College's assessment tools, methods and the recording processes. All academic results are entered into the Students Records Management System by the Student Administration Department.

2.2 MONITORING STUDENT ACADEMIC PROGRESS

At the end of the Study period (Semester) Student administration reports any of the following issues regarding a student to the Course Coordinator:

- a. The student has been deemed 'Not Yet Competent (NYC)' in any of the units that he/she was enrolled in the Study period (Semester).
- b. The current course load may restrain the student from completing the course within the expected duration as specified on the student's CoE.
- c. **Early Intervention**-Where a trainer/assessor has identified the student **at risk** of making unsatisfactory course before the end of the Study period (Semester).
 - Appropriate intervention strategy will be implemented where the student is at the risk of not maintaining satisfactory course progress.
 - The student will be contacted by Duke College Student Support officer/ Duke College administration staff by telephone, email or mail and invited to a meeting to develop an action plan, which assists to improve student's academic progress.
 - The student will need to come and discuss the appropriation of the course selection and opportunities for reassessment in subjects previously been assessed as 'Not Yet Competent'.
 - Students will be made aware of unsatisfactory course progress will be reported to Department of Education and Training and Department of Home Affairs (DHA) by Duke College and can lead to cancellation of their student visa (depending on the outcome of any appeal process if accessed).
 - The Course Coordinator or the Trainer/Assessor will work with the student to ensure that the discussed action plan is implemented and produces higher levels of academic progress. Where the intervention strategy fails to promote student's academic progress a further meeting will be arranged to discuss additional support / counselling.
 - Without a reasonable cause, where a student fails to achieve satisfactory course progress, (Duke College) will take steps to report the student to Department of Home Affairs by terminating a student enrolment which can lead to cancellation of his or her visa, depending on the outcome of any appeals process. ([Please refer to Complaints and Appeal Policy and Procedure](#))
 - The reasonable cause is compassionate or compelling circumstances that are beyond the control of the student and they have an impact on the student's capacity and/ or ability to progress through course. These could include but are not limited to:
 - a. Serious illness to injury, where a medical certificate states that the student was unable to attend classes
 - b. Bereavement of close family members such as parents or grandparents (where possible death certificate should be provided).

- c. Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impact on their studies.
- d. A traumatic experience which could include but not limited to:
 - i. Involvement in or witnessing of an accident, or
 - ii. A crime committed against the student, or
 - iii. The student has been witness to a crime and that has impact on the student (these cases should be supported by the police or psychologist's report).
- Where Duke College has assessed the student as not achieving satisfactory course progress, Duke College will notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice will inform the student that he or she is able to access Duke College's complaints and appeals process and that the student has 20 working days in which to do so.
- Where the student has chosen not to access the complaints and appeals processes within the 20 working days period, the reporting of student unsatisfactory course progress will be reported to Department of Education and Training and Department of Home Affairs (DHA) via PRISMS.

2.3 ACTIVATION OF INTERVENTION STRATEGY:

- **If a student is not deemed competent in one or more units attempted in a study period (semester),** the Student Administration staff shall immediately notify the Course Coordinator and a **1st Early Interventions Support Letter** shall be sent indicating the student is required to contact Duke College and organise an appointment with the Student Support Officer to discuss their poor academic progress and intervention strategies to ensure they stay up to date with academic progress requirement for the following Study period (Semester).
- If the student does not respond within 7 days the Student Administration staff will attempt to contact the student via telephone. If this fails the matter shall be forwarded to the Director of Studies who will then again try to contact the student and pursue the matter further.

2.4 WHEN A STUDENT'S FAILS TO MAINTAIN THEIR ACADEMIC PROGRESS EVEN AFTER IMPLEMENTATION OF INTERVENTION

- The student shall be sent a 'Breach Recorded' letter indicating they are going to be reported to Department of Education and Training and Department of Home Affairs (DHA) for unsatisfactory academic course progress in their enrolled course of study. They will be informed that this has occurred as they have failed maintained their

academic course progress even after the implementation of Intervention strategies or fail to avail the extra support services available to complete the course as per their confirmation of enrolment.

- They are also informed of their ability to access the complaints and appeals process and have 20 working days to do so.
- If the student does not go through any appeal or complaint process within 20 working days, the student will be reported to Department of Education and Training and Department of Home Affairs (DHA) for unsatisfactory academic course progress via PRISMS.
- The Duke College will only report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:
 - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
 - the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
 - the overseas student has chosen not to access the external complaints and appeals process, or
 - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- Where a decision or outcome of Complaint and Appeal is in favour of the student, the Duke College will immediately revoke the decision to report the student unsatisfactory course progress.
- In above circumstances, the decision will be taken at the discretion of Duke College Director of Studies.
- A copy of all letters, details of phone calls/SMS made, and any reports are to be kept in the student files as per the records management policy and procedures.

DOCUMENTS/FORMS:

1. Meeting with Student Form
2. Intervention Strategy Form
3. Complaint and Appeal Policy and Procedures
4. Complaint and Appeal forms

5. 1st Early Interventions Support Letter
6. POOR ACADEMIC PROGRESS WARNING LETTER
7. Interventions strategies Guidelines (Appendix)
8. STUDENT ACADEMIC PROGRESS BREACH RECORDED LETTERS
9. Completion Within Expected Duration Policy and Procedures

REFERENCE:

This policy/procedure supports:

[Education Services for Overseas Students Act \(2000\), National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 8: Overseas student visa requirements](#)

(APPENDIX)

Monitoring Course Progress requires Duke College to have a documented intervention strategy.

DUKE COLLEGE INTERVENTION STRATEGY GUIDELINES

Introduction: Intervention Strategies to be put in place may incorporate the following:

- Student will be advised to attend the catch up classes
- Mentoring programs will be implemented
- Counselling will be arranged for the student

Reduction of load may be advised but the student will be advised to complete the course in the expected duration and he/she cannot exceed duration beyond the specified course duration on CRICOS.

Allowable extensions of course duration (National Code 2018)

The registered provider must not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:

- *there are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence, or*
- *the registered provider has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or*
- *an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).*

This intervention strategy specifies the procedures for identifying and assisting students at risk of not meeting the required course progress requirements i.e. not attaining competency in one or more units undertaken/enrolled in a study period. This intervention strategy will be made available to staff and students.

The intervention strategy guidelines have been produced to assist Duke College staff in determining how to assist students at risk of not meeting satisfactory course progress requirements as required by the Monitoring Course Progress Policy and Procedures.

Duke College would develop their intervention strategy for each student on a case by case basis. These guidelines include suggested actions, however these suggested actions are not exhaustive.

INTERVENTION STRATEGY GUIDELINES

Action	Responsibility	Comment
Early Intervention {After 10 week of Study)	Student Support Officer/Course Co-Coordinator	Duke College will implement its intervention strategy (Early Intervention) in respect of students who are identified for the first time as not making satisfactory course progress in study period. Duke College Will:- • Identify student who is at risk of not maintaining Satisfactory Course Progress. • Notify the student by sending 1st Early Interventions Support Letter stating risks of unsatisfactory course progress and ramification to their enrolment and visa requirements • Assist the student by arranging meeting with Duke College Student Support Officer, provide information about additional support services available and referral to external counselling (if needed). <u>EARLY INTERVENTION IS REQUIRED</u>
Intervention Strategy activated	Student Support Officer/Course Co-Coordinator	• Identify student whose fail to meet the Course progress • Notify the student by sending Final warning of Course Progress Requirements (Final Warning) and information about support services available and referral to external counselling (if needed). ○ Student will be contacted by letter, email or personal contact. Student should be advised that they are currently at risk of not meeting satisfactory course progress. ○ Student must meet to discuss an intervention strategy. A student's enrolment cannot be cancelled due to not meeting satisfactory course progress if an intervention strategy has not been activated. • Assist the student by arranging meeting with Duke College Student Support Officer, review previous support strategies in place for the student, provide

		additional support services, and referral to external counselling (if needed)
Tailoring of Intervention Strategy	Student support Officer / Director of Studies	Intervention Strategies should be tailored to suit each individual student's needs.
Intervention Strategies	Student support Officer / Director of Studies	Intervention strategies can cover, but not limited to: • Transition support • English language support • Study skills support • Welfare support • Reduction in course load
Intervention Strategy- Transition support	Director of Studies / Student Counsellor	Students requiring transition support may be directed to the Student Support Officer for assistance with: • Accommodation problems • Cultural shock, homesickness • Local customs and etiquette • Balancing work commitments and studies

Intervention Strategy- English Language Support	Director of Studies / Student Counsellor	Students requiring assistance with English language support may be directed to English Language Trainer. Students can receive assistance in: • Grammar • Oral • Formatting • Research skills presentations • Presentations Concurrently with their normal studies.
Intervention Strategy- Study skills support	Director of Studies / Student Counsellor	Students requiring assistance with study skills may be directed to Counsellor or Director of Studies. Students can receive assistance in: • Assessment expectations (e.g. due dates) • Exam preparations • Time management • Class attendance and participation • Academic referencing and plagiarism • Reading and note taking skills • Research, web searching, and library skills
Intervention Strategy- Welfare support	Director of Studies / Student Counsellor	Students may be directed to Student support officer, Doctor or Counsellor to receive assistance with personal issues influencing progress

Intervention strategy- Reduction in course load	Director of Studies / Student Counsellor	Where it is believed the above intervention strategies will not assist a student in meeting satisfactory course progression a reduction in course load may be considered. Students must complete their studies within the duration of their Confirmation of Enrolment (eCoE) however if an approved intervention strategy has been implemented students may apply for a eCoE extension if they cannot catch up through study in non-compulsory period. Director of Studies/CEO to be advised if student requires changes to length of eCoE.
Intervention strategy- Change of course	Director of Studies/CEO	A student may transfer to a suitable alternative course as part of an intervention strategy. Director of Studies must be notified as student will be required to complete new application and receive a new Offer of enrolment and sign a new Enrolment Acceptance Agreement. Director of Studies will then cancel the original CoE and issue a new CoE.
Study Plan	Course Coordinator / Director of Studies/CEO	An amended study plan may be required for a student who has an intervention strategy in place. The student must receive a copy of the amended study plan and a copy must be in student's file.
Evidence of Intervention strategy	Director of Studies/CEO	Documentary evidence of the measures implemented should be kept in student's file. Student should receive a copy.

When an intervention strategy has been activated for a student, documentation must be kept in the student's file for all follow up meetings, support provided and strategies undertaken by the student.

If it is noted that the student is not following the intervention strategy in place for the student, it is recommended that the student is sent a letter reminding the student that if they continue to not meet academic progress requirements he/she will be reported to Department of Education and Training and Department of Home Affairs (DHA) which may result in their student visa being cancelled.

APPENDIX 1 1ST EARLY INTERVENTIONS SUPPORT LETTER

Date: (insert date)
Student Name: (insert details)
Student Number: (insert details)
Student Address: (insert details)

Dear Student,

As part of your Visa requirements you are required to achieve satisfactory academic progress in the courses enrolled. This progress is defined as achieving Competency ALL of units that a student is assessed in a Study period (Semester).

You are at risk of not maintaining the satisfactory course progress

This has resulted as you have been unable to achieve Competency in ALL of the units undertaken for the Study period (Semester).

You **must** contact Duke College **in person immediately** and arrange a meeting with the Director of Studies to discuss how we can improve this situation for the following Study period (Semester) and to develop an intervention strategy.

Please be advised that as soon as you fail to maintain your academic progress in Study period (Semester)s, and fail to contact Duke College and avail the support and referral services available. Duke College **is obliged to notify the** Department of Education and Training and Department of Home Affairs (DHA) via PRISMS that you have breached your student requirements.

At Duke College our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any academic problems and reach satisfactory solutions.

Yours sincerely

Student Administration

APPENDIX 2 POOR ACADEMIC PROGRESS 2ND WARNING LETTER

Date: (insert date)

Student Name: (insert details)

Student Number: (insert details)

Student Address: (insert details)

Dear Student,

As part of your Visa requirements you are required to achieve satisfactory academic progress in the courses enrolled. This progress is defined as achieving Competency ALL the units that a student is assessed in a Study Period.

Your current academic progress is at high risk and you are at risk of breaching your Visa requirement. (Fail to maintain enrolment and Course progress)

Please be advised that as soon as you fail to maintain your academic course progress to satisfactory level, **the Duke College is required to notify the Department of Home Affairs (DHA)** via PRISMS that you have breached your student requirements.

You **must** contact the college **in person immediately** and arrange a meeting with the Director of Studies to discuss how we can improve this situation promptly.

At the College our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any attendance problems and reach satisfactory solutions.

Yours sincerely

Student Administration

APPENDIX 3 STUDENT ACADEMIC PROGRESS BREACH RECORDED LETTER

Date: (insert date)
Student Name: (insert details)
Student Number: (insert details)
Student Address: (insert details)

Dear Student

Subsequent to our issuing to you two (2) 'Academic Warning' Letters and our attempts to counsel you through this issue, our records indicate your projected academic progress has fallen below the minimum, and you fail to maintain your satisfactory course progress for each Study period (Semester)s.

This is in Breach of Academic Progress Requirement and also of your Visa conditions

Please be advised that you are in breach of your Student Visa academic requirements and Duke College **is now required to notify** Department of Education and Training and Department of Home Affairs (DHA) via the PRISMS reporting system.

If you feel you have reasonable grounds for your poor academic progress in your course and wish to appeal this reporting of the breach of academic progress requirement, you **must** contact Duke College **in writing** within 20 working days outlining your circumstances. This process is outlined in the attached 'Complaints & Appeals Policy / Procedure and further information on this process / decision can be gained from Student Administration.

If no response is received within 20 working days Duke College will proceed with the reporting process.

Please be advised that you are still required to attend Duke College until notified by the Department of Home Affairs (DHA).

Yours sincerely

Director of Studies

