

# Student Progress Procedure

---



<b>Date first approved:</b>	28 May 2018
<b>Date of effect:</b>	28 May 2018
<b>Date last amended:</b>	28 May 2018
<b>Date of next review:</b>	28 May 2021
<b>Approved by</b>	Stanley College Academic Board
<b>Authorised Officer</b>	Registrar
<b>Supporting documents, procedures and forms of this policy</b>	Student Progress Policy Student Assessment Policy and Procedure Student Code of Conduct Student Grievance and Complaint Policy and Procedure Student Services Plan Student Support Guide Student Support Policy and Procedure
<b>Related Legislation</b>	<a href="#">AQF Qualifications Pathway Policy</a> <a href="#">Education Services for Overseas Students (ESOS) Act 2000</a> <a href="#">Higher Education Standards Framework 2015, Part A: Standards 1.3 (Orientation and Progression) and 1.4 (Learning Outcomes and Assessment)</a> <a href="#">National Code 2018, Part B: Standard 8</a> <a href="#">Tertiary Education Quality and Standards Agency (TEQSA) Act 2011</a>
<b>Audience</b>	Public

## **1. PROCEDURE**

### **Detection of Students Requiring Early Intervention**

- 1.1 Any of the following behaviours may indicate a student at risk of demonstrating unsatisfactory progress:
- Not attending classes regularly;
  - Not performing adequately in assessment tasks;
  - Failing to submit assessments, including low risk ungraded assessments;
  - Failing to access or participate in the Learning Management System activities;
  - Failing to access the prescribed e-textbook;
  - Academic misconduct;
  - An ongoing, serious medical situation, or
  - Some other compelling circumstance beyond the control of the student, but which is likely to prevent the student from achieving satisfactory course progress for the semester.
- 1.2 To enhance early detection of students potentially at risk, data acquired from attendance figures and learning activities from week 1 and 2 of any semester will be assessed and acted upon accordingly.
- 1.3 The Lecturer will advise the Program Manager if:
- A student fails to attend classes, or
  - Fails to satisfactorily progress in learning activities and assessments.
- 1.4 The Program Manager will notify the Registrar.
- 1.5 The Registrar will then initiate the intervention strategy for the student identified at risk.

### **Early Support Intervention Strategies**

- 1.6 The Intervention Strategy is undertaken as soon as students are identified as being at risk of demonstrating unsatisfactory course progress. In the case of an international student, unsatisfactory course progress may result in the student being unable to complete their course in the duration specified in their CoE.
- 1.7 Once a student is identified as being at risk they will be referred to the Program Manager by academic staff or the Registrar Office for review.
- 1.8 The following procedure will be observed:
- Students with low attendance will be contacted by the Registrar Office either by text message, email (via their Stanley College email address) or phone, stating the reasons why they have been identified as so. The contact will alert the student that they must make an appointment to discuss their situation within a specified period of time.
  - Should no response be received within the specified period of time, the student will be sent a formal letter, to the last provided address, containing the same information, with an appropriate deadline.

- c. If no response is received, the matter is further referred to the Registrar for resolution and appropriate action. For international students, this may include referral to the Department of Home Affairs (DoHA) for a review of the student's visa status.

1.9 When attending an 'at risk' interview with the Registrar Office, the student's risk status will be discussed and an Intervention Plan developed. The Intervention Plan will provide the student with a strategy to return to satisfactory progress. The student is required to sign the Intervention Plan ratifying the agreement reached and conditions that must be met by the student. All documents, records of interviews and relevant communications are to be added to the student file and electronically recorded in the student management database, eBECAS.

- 1.10 The Registrar Office, in consultation with academic staff, may counsel and require the student to:
- a. Attend academic skills support sessions and/or language support sessions, at no additional cost to the student;
  - b. Attend additional workshops or other educational forums;
  - c. Attend counselling or obtain referral to other support services;
  - d. Seek mentoring;
  - e. Access the LMS *Moodle* or the prescribed e-book, or
  - f. Reduce number of units being studied in a particular semester.

1.11 The student may be required to meet regularly with the Registrar Office to discuss ongoing progress as outlined in the intervention plan. The student may be required to demonstrate progress work on assessments at these meetings.

1.12 Where the reason for at risk status is medical, Stanley College may consult and liaise with appropriate medical persons and/or organisations such as the student's doctor or specialist. This is performed under conditions of strict confidentiality and only with the student's consent.

1.13 Students at risk who improve their performance and meet the requirements for satisfactory course progress will be removed from the *Students at Risk Register*. Students may, if they wish, continue to seek support and assistance as available to continually improve their progress.

### **Result of Unsatisfactory Course Progress**

1.14 If the above measures or actions specified in the Intervention Plan do not result in satisfactory course progress, such students will be identified as making unsatisfactory course progress.

1.15 For domestic students, Stanley College will notify the student of an intention to expel, and follow the notification and appeal process as per the *Student Grievance and Complaint Policy and Procedure*.

1.16 For international students, Stanley College is obliged by Standard 8 of the National Code to notify the student of the College's intention to report for not achieving satisfactory course progress. The process is as follows:

- a. The student is issued with an Intention to Report letter.
- b. As stated in the Intention to Report letter, the student has access to both internal and external appeal processes within 20 working days.

- c. Stanley College will not report any international student formally to the Department of Education (via PRISMS) and DoHA until the student has no further avenues of internal appeal at the College.
- 1.17 Only once all avenues of complaint and appeals have been exhausted, will Stanley College expel a domestic student, or report an international student's CoE as cancelled via PRISMS. All relevant documentation is placed on the student's file and electronically recorded in eBECAS.
- 1.18 International students will be notified in writing that their CoE has been cancelled and they have been reported via PRISMS. This notification will also inform the student to seek advice from DoHA on their student visa status.

#### **Enrolment Load Monitoring**

- 1.19 Stanley College will monitor the enrolment load of international students at the beginning of each semester to ensure students do not exceed the duration of their CoE, unless:
  - a. There are compelling or compassionate circumstances and demonstrable evidence;
  - b. Stanley College has implemented an intervention strategy;
  - c. The student was approved to defer their enrolment, or
  - d. The student was suspended.
- 1.20 The process for monitoring the enrolment load of students is as follows:
  - a. The Admissions Officer will generate a report from eBECAS of the unit and enrolment details entered prior to the commencement of the semester;
  - b. Students who have not enrolled in 4 units per semester will be notified in writing of their unsatisfactory enrolment load and to contact Registrar Office, and
  - c. Students will also be monitored during the semester by the Registrar Office to ensure they remain enrolled in 4 units, and that their course progress is satisfactory (by checking that the requirements for satisfactory progress are met as per Section 4.2 of the *Student Progress Policy*).