



<b>Course Progress Monitoring Policy</b>	
<b>Category/Business Group</b>	Education Group
<b>Published Externally (Yes/No)</b>	Yes
<b>Approver</b>	Chief Executive Officer
<b>Responsible Officer</b>	General Manager, Services
<b>Contact Officer</b>	General Manager, Services
<b>Effective Date</b>	2/10/2020
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<b>Version</b>	3

**Policy Approval**

<b>Approver (CEO)</b>	<b>Responsible Officer</b>	<b>Policy Officer</b>
Laurie Pearcey	Vicki Drewe	Hayley Alderton
Date:9/11/2020	Date:2/10/2020	Date:6/11/2020

## 1 Background

UNSW College is committed to delivering a high standard of education and training services to all of its students.

Under Standard 8 of the National Code, registered providers must monitor the course progress of students. The registered provider must have, and implement, documented policies and procedures for monitoring the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's Confirmation of Enrolment (CoE).

## 2 Purpose

This Policy is to:

- (a) provide correct information regarding the limited and well-defined circumstances whereby the standard duration of study can be altered;
- (b) ensure that UNSW College is aware of its responsibilities regarding monitoring student course progress;
- (c) outline how UNSW College identifies, notifies and assist students at risk of not meeting course progress requirements;
- (d) outline how UNSW College will use academic intervention strategies to assist students to achieve satisfactory course progress; and
- (e) ensure that student are aware of their responsibilities concerning course progress.

## 3 Scope

This policy applies to:

- (a) Overseas students seeking to enrol in UNSW College;
- (b) Domestic students seeking to enrol in UNSW College; and
- (c) UNSW College staff involved in the promotion, recruitment, admission, delivery of courses, management and/or administration of students.

This policy does not apply to the ELITE program or to UNSW College Diplomas. For Diplomas, please refer to UNSW's policy framework.

## 4 Definitions

**CoE** means the Confirmation of Enrolment.

**Domestic students** means a UNSW College Student who is an Australian citizen, a New Zealand citizen, an Australian permanent resident, or a person who is entitled to stay in Australia, or to enter and stay in Australia, without any limitation as to time.

**DHA** means the Department of Home Affairs, previously known as the Department of Immigration and Border Protection.

**ESOS Act** means the *Education Services for Overseas Students Act 2000 (Cth)*.

**ESOS Regulations** means the *Education Services for Overseas Students Regulations 2001*

(Cth).

**GPA** means Grade Point Average, an overall course result calculated and reported at the end of a formal exam period. A GPA is value between 0 and 10 and is calculated using a combination of the subject weighting and grade point value.

**Intervention Strategy** means a systematic course of actions to identify and support students who are not making satisfactory progress. It includes but not limited to consultation, workshops and presentation and remedial online sources, independent learning support.

**National Code** means National Code of Practice for Providers of Education and Training to Overseas Students 2018.

**Overseas students** means Overseas students (within or outside Australia) who holds a student visa but does *not* include students of a kind prescribed in the ESOS Regulations.

**PRISMS** means the Provider Registration and International Students Management System.

**Satisfactory Course Progress** means a student's ongoing involvement and progress towards achieving course outcomes, as demonstrated by satisfactory participation in and completion of formal assessment components scheduled throughout the course.

**F/UF Grade** means a Fail or an Unsatisfactory Fail (unsatisfactory performance in an essential component of the course).

## 5 Policy Statement

UNSW College is committed to enabling and assisting students to reach their study goals within the expected timeframe in accordance with Standard 8 of the National Code.

### 5.1 Students' obligations under this policy

- (a) All UNSW College students are expected to have satisfactory course progress;
- (b) Overseas students have a mandatory visa condition (8202) imposed on their student visa which requires satisfactory course progress. Where Overseas students fail to achieve satisfactory course progress, it may result in them being reported to DHA;
- (c) Inform UNSW College of any issues that puts them at risk if unsatisfactory completion of their course; and
- (d) Engage with any intervention strategies put in place.

### 5.2 UNSW College's obligations in relation to Monitoring Course Progress

UNSW College must:

- (a) monitor course progress to ensure that each student is able to complete their course within the expected duration as specified on the student's CoE;
- (b) notify a domestic student in writing of its intention to cancel enrolment;
- (c) notify an Overseas student in writing of its intention to report the student to DHA;
- (d) allow students to access the complaints and appeals process, in accordance with the UNSW College Complaints and Appeals Policy, before reporting or cancellation of an enrolment; and
- (e) report an Overseas student to DHA when such student is assessed as failing to achieve

satisfactory course progress.

### **5.3 UNSW College's obligations in relation to Academic Interventions**

UNSW College must ensure appropriate academic intervention and support is offered to those students at risk of not achieving satisfactory course progress. To support students in achieving satisfactory course progress, relevant staff will:

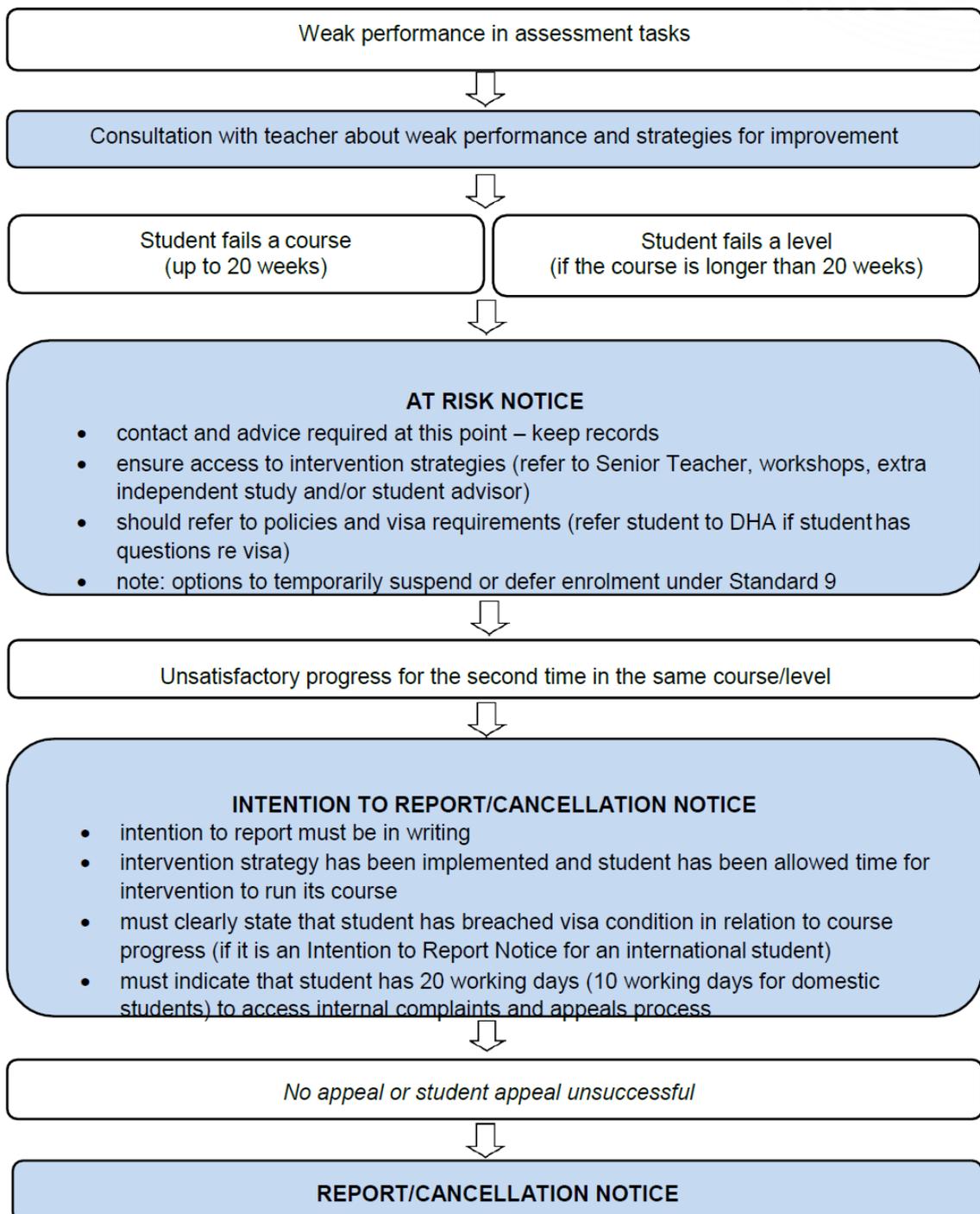
- (a) collect reliable sources of data, including attendance reports, students' assessment results and records of participation in tuition activities;
- (b) provide early feedback on student performance in classes;
- (c) provide regular feedback on students' overall progress;
- (d) use compulsory assessment procedures to identify students' academic progress;
- (e) identify any student requiring an academic intervention and provide an appropriate and timely intervention strategy;
- (f) provide support to the student during the intervention strategy;
- (g) ensure relevant staff are informed about a student's progress during an intervention strategy; and
- (h) keep a record in relation to intervention strategies put in place, and the outcomes of such strategies.

## 6 Course Progress Monitoring Process

UNSW College will monitor each student's course progress as follows:

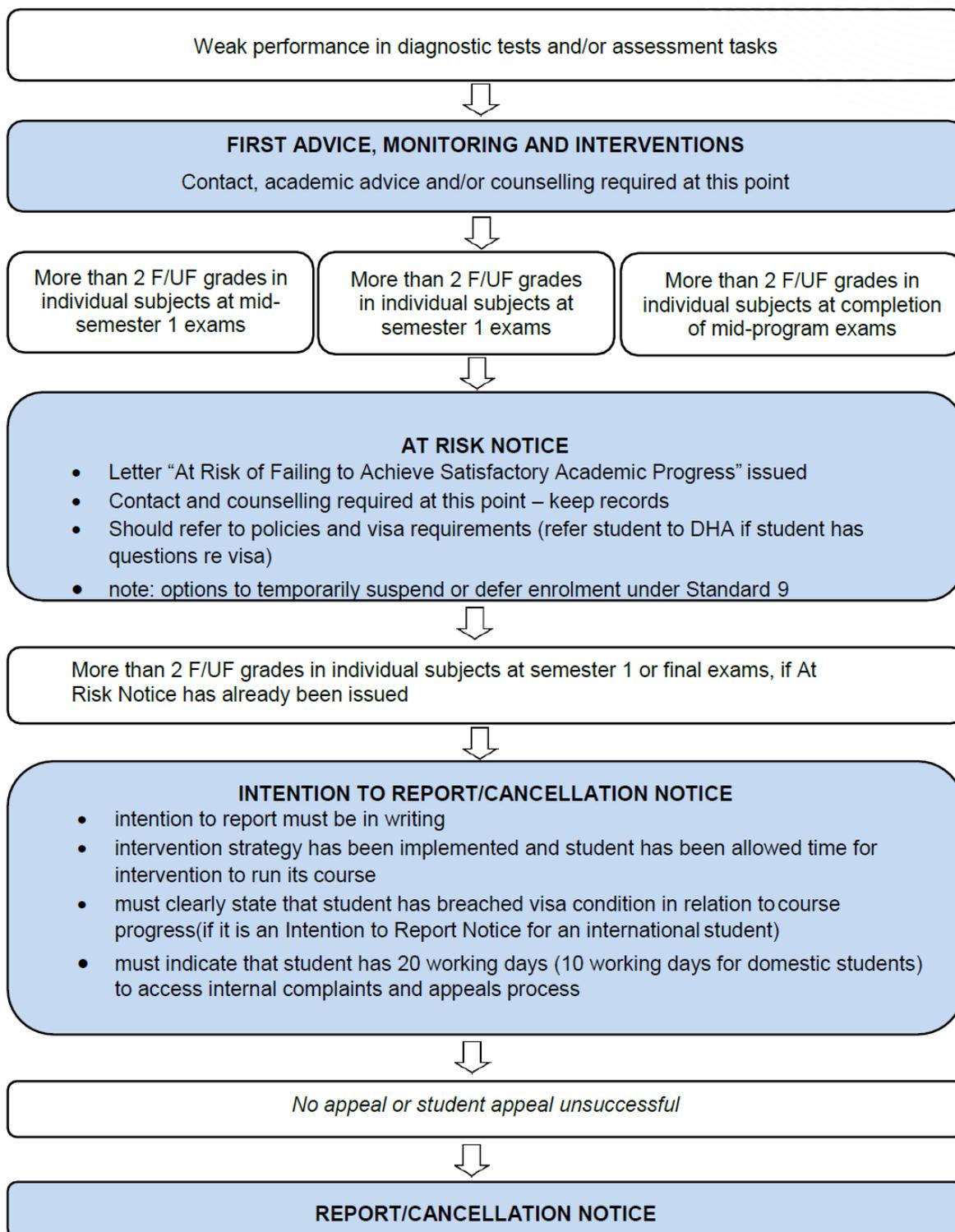
### 6.1 UNSW Institute of Languages

#### Course Progress Monitoring for UNSW Institute of Languages



## 6.2 Foundation Studies

### Course Progress Monitoring for UNSW Foundation Studies



## 7 Review and Appeal

- (a) After receiving an Intention to Report for unsatisfactory course progress, students then have twenty (20) working days to request a Stage 2: Formal Review, in accordance with UNSW College's *Complaints and Appeals Policy*.
- (b) After receiving an Intention to Cancel Enrolment for unsatisfactory course progress, students then have ten (10) working days to request a Stage 2: Formal Review, in accordance with UNSW College's *Complaints and Appeals Policy*.
- (c) If a student is seeking a Stage 2: Formal Review or a Stage 3: Appeal on the basis of compassionate or compelling circumstances, students must also provide sufficient evidence for UNSW College to consider in accordance with UNSW College's *Compassionate or Compelling Circumstances Policy*.
- (d) UNSW College will not report an Overseas Student to the DHA for unsatisfactory course progress until such time as any processes commenced by the student under the *Complaints and Appeals Policy* has been completed.
- (e) If a Student has commenced a process under the *Complaints and Appeals Policy* they must continue to attend all scheduled classes for their Course. Any failure by a student to maintain their attendance levels will put them at risk of failing to achieve satisfactory attendance levels.

## 8 Legal and Policy Framework

This policy complies with the ESOS Act 2000 and Standard 8 of the National Code.

### 8.1 Responsibilities

- (a) Approver
- (b) The Chief Executive Officer is responsible for the approval of this policy.
- (c) Responsible Officer
- (d) The General Manager, Services is responsible for the implementation, dissemination and review of this policy.
- (e) Contact Officer
- (f) The General Manager, Services is responsible for the day to day implementation of this policy and is the first point of contact for all enquiries that relate to monitoring course progress and academic intervention strategies.
- (g) Administration and publication
- (h) The Legal and Compliance team is responsible for the administration and publishing of this policy.
- (i) Staff, Supervisors and Executives
- (j) UNSW College staff, supervisors and executives are responsible for assisting in the implementation of and adherence to this policy.

### 8.2 Review

This policy is due for review three years from its date of implementation or in case of legislative changes governing the delivery of education services to Overseas Students on a student visa.

## 9 Related Documentation

- (a) UNSW College Academic English Language Programs Student Handbook
- (b) UNSW Foundation Studies Handbook

## 10 Related Policies and Procedures

- (a) Course Progress Monitoring Procedure
- (b) Intervention Strategy Procedure
- (c) Complaints and Appeals Policy
- (d) Complaints and Appeals Procedure
- (e) Overseas Student Transfer Policy

## 11 Version History

Version	Date Effective	Approved By	Amendment Notes
3	See pg 1	Laurie Pearcey	Removal of Diploma from Scope
2	01/11/2018	E. Drummond	Add in intervention strategy content