



Course Progress Monitoring Policy	
Category/Business Group	Education Group
Published Externally (Yes/No)	Yes
Approver	Chief Executive Officer
Responsible Officer	General Manager, Services
Contact Officer	General Manager, Services
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Version	3

Policy Approval

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



1 Background

UNSW Global 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 Global is aware of its responsibilities regarding monitoring student course progress;
- (c) outline how UNSW Global identifies, notifies and assist students at risk of not meeting course progress requirements;
- (d) outline how UNSW Global 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 Global;
- (b) Domestic students seeking to enrol in UNSW Global; and
- (c) UNSW Global 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 Global Diplomas. For Diplomas, please refer to UNSW's policy framework.

4 Definitions

CoE means the Confirmation of Enrolment.

Domestic students means a UNSW Global 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 Global 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 Global 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 Global 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 Global's obligations in relation to Monitoring Course Progress

UNSW Global 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 Global 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 Global's obligations in relation to Academic Interventions

UNSW Global 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.

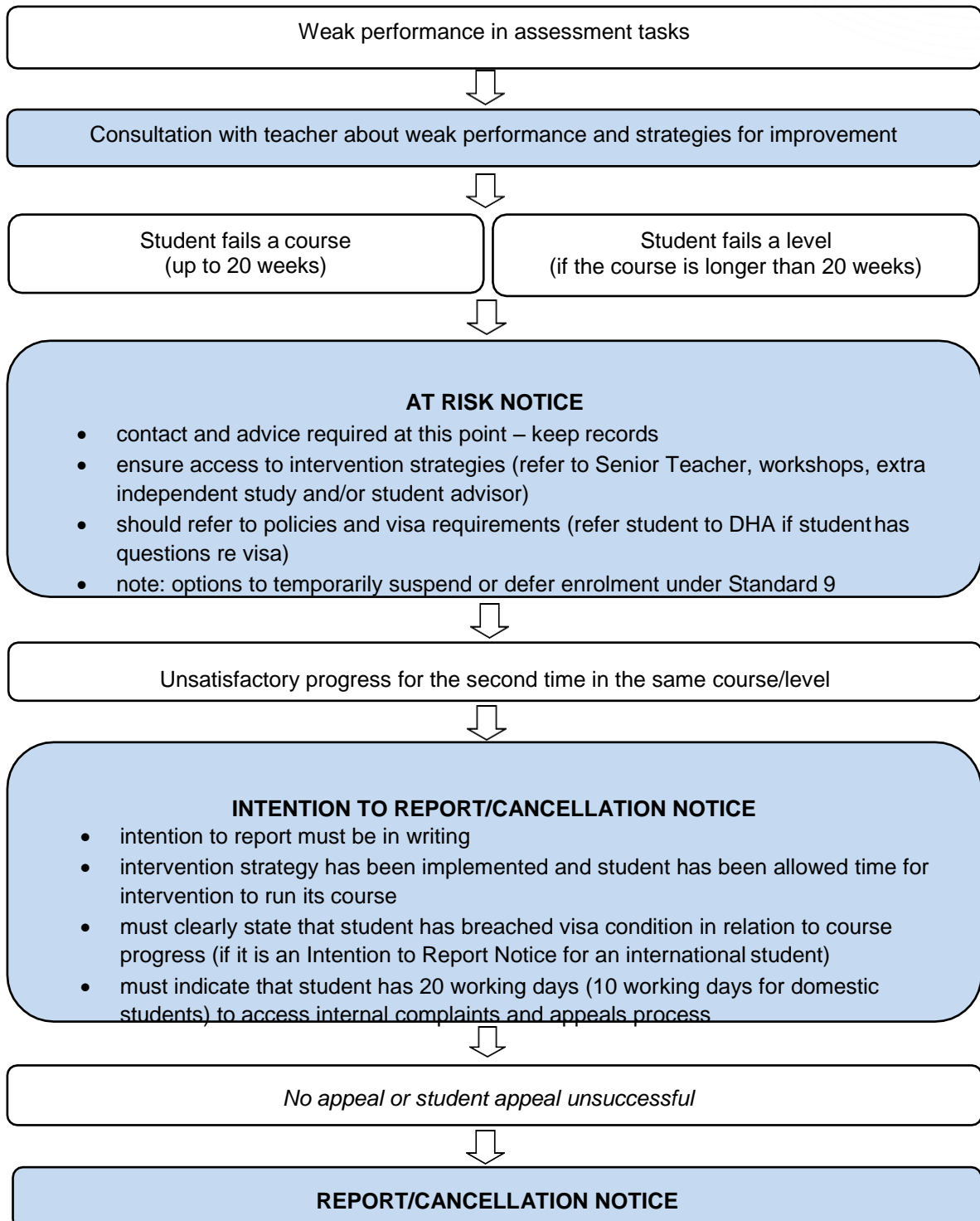


6 Course Progress Monitoring Process

UNSW Global will monitor each student's course progress as follow:

6.1 UNSW Institute of Languages

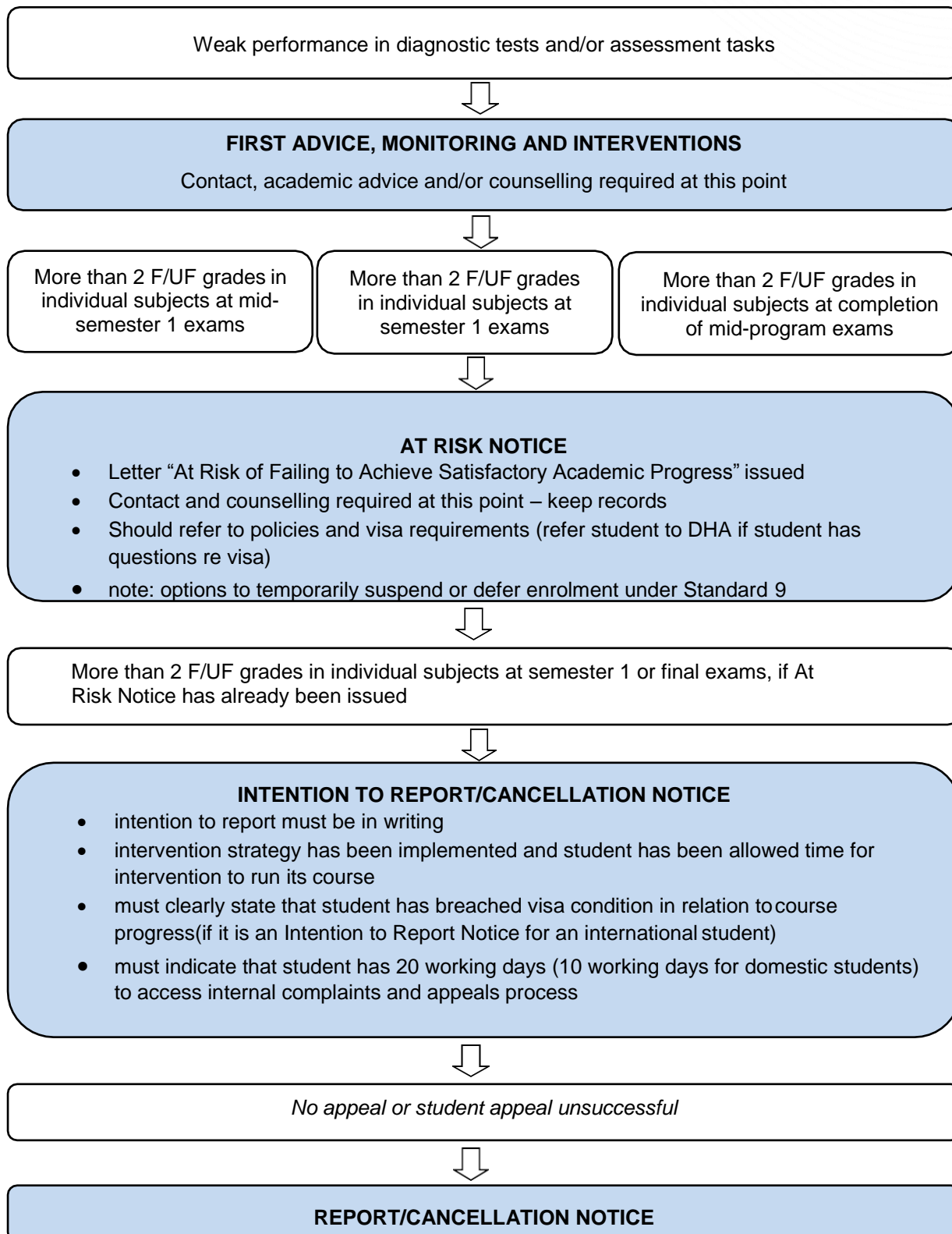
Course Progress Monitoring for UNSW Institute of Languages





6.2 UNSW 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 Global'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 Global'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 Global to consider in accordance with UNSW Global's *Compassionate or Compelling Circumstances Policy*.
- (d) UNSW Global 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*
The Chief Executive Officer is responsible for the approval of this policy.
- (b) *Responsible Officer*
The General Manager, Services is responsible for the implementation, dissemination and review of this policy.
- (c) *Contact Officer*
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.
- (d) *Administration and publication*
The Legal and Compliance team is responsible for the administration and publishing of this policy.



(e) *Staff, Supervisors and Executives*

UNSW Global 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 Global 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