

Course Duration and Progress Policy – International

Policy Code: INT-003 **Version:** 7.0 **Effective Date:** 21 August 2014

Purpose:

This policy applies to all international students enrolled in Higher Education or VET courses and outlines the basic principles governing student progression in a course at the College.

Definition of “College” – *The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health, FIAFitnation, College of Natural Beauty and Wellnation. For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names.*

Definition of “International students” – *The College defines an International Student as someone **who is not an** Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder. This definition includes students studying onshore on a range of temporary visas (working holiday visa, tourist visa, student visa etc) or offshore as an online student. Information that applies only to students studying on specific visa classes (e.g. Student Visa) is specified when relevant. It should be noted that all international students pay fees specified for international students, regardless of visa subclass.*

Scope:

- All campuses
- International support staff
- Academic Staff
- All International students, including those studying on a student visa
- All governance

Policy Statement:

International students studying in Australia must take visa requirements into account in conjunction with course progress considerations. This policy sets out the way in which the College manages the duration of courses delivered to international students and the way course progress must be managed.

PART A

Note: This section applies to ALL international students, regardless of visa arrangements or course of study.

Unsatisfactory Course Progress

An international student is deemed to have made unsatisfactory course progress if:

- The student receives a final grade lower than a pass or is deemed not yet competent in more than 50% of subjects/units of study undertaken in any two semesters/trimesters
- The student receives a final grade lower than a pass or is deemed not yet competent in a subject/unit of study or its equivalent twice.

Student Progression

In order to undertake a course, a student must correctly enrol in that course. The student's progression through to graduation will then be dependent upon the student re-enrolling in the correct sequence of subjects and successful completion of all relevant subjects as listed in the course structure.

Because all courses have defined underpinning knowledge, it is important that subjects/units of study be taken in the correct sequence and that students enrol into the subjects/units of study nominated in the course outlines per semester/ trimester. Students are not to enrol into subjects/units of study in the next year of study until all subjects/units of study are successfully completed, although subjects/units of study that have not been successfully completed may be carried into a future semester/trimester.

Students will not be able to enrol in clinical practicum subjects without a current First Aid certificate. In addition, a Working with Children (WWC) Check or it's equivalent (ie. Police Check) may be required by the College. Refer to the [Working with Children Checks Policy](#) to identify when the WWC Check is required and timeframes for submission to the College. It is the student's responsibility to maintain currency of their WWC Check for the duration

of their studies.

In order to qualify for graduation and receipt of an award, a student must successfully complete all subjects/units of study as listed in the relevant Course Structure.

Some course requirements may be considered satisfied by application for advanced standing. Advanced standing may be assessed on formal, non-formal and/or informal learning in accordance with the relevant Educational Pathways Policy - [VET](#) or [Higher Education](#).

Credit for subjects/units of study will be given up to eight (8) years post-completion provided that the learning outcomes remain the same. Recognition of Prior Learning (RPL) may be considered beyond eight (8) years if evidence of continuing practice and currency of knowledge can be provided.

Student responsibilities to ensure adequate course progress

Students must take care to:

- Carefully consider their choice of subjects/units of study
- Seek relevant support/professional assistance where a situation arises (e.g. psychological, medical, emotional, social etc.) that has the capacity to impact upon their academic progress
- Proactively seek and follow advice from a Student Adviser, Access and Equity Officer, Team Leader or Academic staff member (as relevant)
- Conform to academic requirements, including any enrolment, re-enrolment, assessment and attendance guidelines
- Achieve the minimum progression rate as defined in course regulations and requirements of the subjects/units of study
- Make the College aware of any impediment to their academic progress in a timely fashion where appropriate
- Make dedicated use of any tutorial assistance offered by the College
- Provide the College with any updated contact details within seven (7) days of a change (including change of address).

In cases of disability or health conditions that may impact upon study, including registration as an ESL (English as a Second Language) student, it is recommended that students register for the College's Access and Equity Program to ensure provision of support that ensures equal participation.

Intervention Strategies

As per the [Student Charter and Code of Conduct](#), students can expect to receive ready access to support services and intervention strategies for ensuring academic, professional and personal success.

The College recognises that there may be times when a student is at risk of academic failure through circumstances which may be beyond their control. Students can be at risk of academic failure for a variety of reasons.

At a minimum, an intervention strategy will be implemented if a student does not successfully complete a subject/unit of study in a semester/trimester. Any of the following factors may also result in an intervention strategy being activated for a student:

- A medical condition or disability that significantly impairs a student's ability to study
- Language, Literacy and Numeracy (LNN) skills including academic writing that require improvement
- A Student Record demonstrating the following:
 - Repeated variation of enrolment into other courses of study
 - Failure to complete a mandated assessment element, field or clinical work, or practicum in a subject/unit of study
 - Receipt of a final grade lower than a pass or deemed not yet competent for an assessment item
 - Where a lecturer (or lecturers) independently identifies a student as being at risk of being unable to successfully complete a subject/unit of study or course
 - Students who have performed poorly on the Learner's Discovery Quest and have self-disclosed the need for learning assistance.

At the end of each study period and after notification of final grades, the International Student Adviser will review student information and identify any student who is deemed to be at risk of not achieving satisfactory academic progress as set out in this policy. The student is notified by email that they must attend an appointment with the Student Adviser and an academic staff member to discuss their course progress.

The student is advised:

- On the suitability of the course in which they are enrolled (if appropriate)
- Of any opportunities to be reassessed for assessment tasks
- Resources available to assist the student to improve performance.

An Intervention Strategy is then designed, documented and activated by the International Student Adviser for each 'at risk' student in partnership with the student and an academic staff member. The intervention Strategy will specify what additional support will be provided to the student at risk of not meeting satisfactory course progress requirements. Intervention strategies include, but are not limited to:

- Academic skills support
- Additional English support
- Increased monitoring
- A mentor program
- Personal counselling
- Reduction in course load (if possible) and extension of time in which to complete the course.

An intervention strategy may also be implemented before the end of a teaching period if a student is identified at risk during the semester/trimester by an academic staff member.

Support strategies for Enabling Student Progression

The Student Services Team

The Student Services Team is able to provide advice and direction to students in relation to their academic progress. If a student is showing signs of not coping, absenteeism, continually arriving late or leaving early then the lecturer may refer them to Student Services who can provide advice and direction about accessing a professional counselling service, including the College's Student Assistance Program (SAP), or refer them to appropriate staff.

Study Skills

The College organises a series of free study skills workshops for students. These workshops have had extremely positive feedback. Any student having problems with study is encouraged to attend. The dates for these workshops are included on the timetable. The College also offers free online bridging modules to help support student learning in first year, although students from subsequent years may also access these modules.

Referral for Tutoring Assistance

Some students who experience difficulty with study and/or who identify as having a learning difficulty may require additional assistance to successfully complete their subject/s/unit/s of Study. In such circumstances the lecturer will provide whatever assistance is reasonable and equitable. If further in-depth assistance is required the student is referred to Student Services, from whom a list of tutors registered to provide

such tutoring services can be obtained. It is the student's responsibility to contact a tutor and negotiate a commercial rate etc. for tutoring. Lecturers should not provide private tutoring to students in their current class/es.

In some subjects/units of study (e.g. Bioscience), free tutoring support classes are held on a regular basis.

Referral for Counselling Services

Some students who experience difficulty with study and/or who identify as having difficulty may require counselling support to successfully complete their subject/s/units of study. In such circumstances, the lecturer will provide whatever assistance is reasonable and equitable. If further support is required, the student is referred to Student Services.

The College has partnered with Access Programs to provide students with a voluntary and confidential counselling service, known as the Student Assistance Program (SAP). The Student Assistance Program can assist when personal, family or related issues are impacting on students' wellbeing or quality of life. Through access to qualified counselors, students have the opportunity to identify problems and find ways of resolving them.

If personal counselling is required, the student can be referred to the SAP or relevant agency. It is the student's responsibility to contact a counsellor and negotiate a commercial rate (where applicable), for their service.

Language Literacy and Numeracy

Students who self-identify as having language, literacy or numeracy difficulties are asked to attend an appraisal session with one of the institutes listed below. This will be arranged by the interviewer. Students who are identified by staff as having such difficulties will be offered a similar appraisal to assist them in meeting course requirements.

The College offers a regular program of Study Skills during each semester/trimester to those students wishing to improve their learning skills. It also offers free online study skills modules for enrolled students.

Maximum Length of Enrolment

To be eligible for an award, a student must successfully complete all specified requirements for the course they are enrolled in within a maximum number of calendar years, set as follows:

- 4 year qualification; award provided up to 10 years from initial enrolment
- 3.5 year qualification: award provided up to 9 years from initial enrolment
- 3 year qualification; award provided up to 7.5 years from initial enrolment

- 2 year qualification; award provided up to 5 years from initial enrolment
- 1 year qualification; award provided up to 2.5 years from initial enrolment
- 6 month qualification; award provided up to 18 months from initial enrolment

Please note that Course Structures may change during this time and students will need to transition into the revised course structure without disadvantage (see definitions).

Transition of degrees will not, in general, alter the maximum amount of time that the student has to complete the course from the time of initial enrolment.

Any subject/unit of study which the student does not successfully complete during the academic semester/trimester must be repeated in the following semester/trimester. This means that students enrol in one fewer “new” subjects/units of study in order to “carry over” the subject/unit of study they have not successfully completed from the previous semester/trimester. This is to ensure a proper sequence of subjects/units of study and prerequisites. Sometimes subjects/units of study are not always available in all semesters/trimesters or their scheduling is difficult for part-time (see definition) students. If this is the case the student must retake the subject that they did not successfully complete as soon as possible. This must be arranged with academic approval.

PART B

Note: This section only applies to student visa holders

Study Options

The College must ensure that students studying on a **student visa**:

- undertake no more than 25% of a total course in the online mode of study and are not enrolled exclusively in online mode of study in any one semester/trimester.

Course progress within duration shown on CoE

The requirements for satisfactory course progress and the circumstances in which the College may extend the duration of a student’s enrolment are set out below as required by Standards 9 and 10 of the *National Code 2007*.

If a student is studying on a **student visa**, it is a condition of that visa that satisfactory course progress is maintained. Students must ensure that results for online intakes are released by their CoE end date if they enrol in an online subject during their final semester/trimester of study.

Completion Within expected Duration

International students studying in Australia on a **student visa** must always be in a position to complete their studies in the duration specified in their Confirmation of Enrolment (CoE). International students studying on a **student visa** must remain enrolled in a full time workload at all times unless the enrolment load has been reduced as part of a documented intervention strategy, approved special circumstances application or approved credit application implemented by the College. Changes to the CoE duration may result in the need for a new student visa application. Students are responsible for the payment of all fees associated with student visa applications.

Consequences for Failing to Achieve Satisfactory Course Progress

Students studying on a student visa who are assessed as failing to achieve satisfactory course progress as set out on page 2 of this policy will be issued an Intention to Report letter which informs the student that the College intends to report the student's unsatisfactory progress to the Department of Immigration and Citizenship (DIAC). This is a requirement of the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007.

The student has 20 working days (approximately 28 days) to appeal against the College's intent to report, consistent with the Complaints and Appeals Policy – International.

The College must notify DIAC through PRISMS if a student has not achieved satisfactory course progress as soon as practicable, but no later than two (2) business days from the date when the outcome of the internal complaints and appeals process is known if the student:

- does not access the College's complaints and appeals process within 28 days;
- withdraws from the process after the initial 28 days have passed; or
- the completes the complaints and appeals process but the process finds to support the decision of the College.

If the student is reported through PRISMS for unsatisfactory course progress the College will issue the student with a letter to inform the student that they have been reported to DIAC for unsatisfactory course progress. DIAC will then attempt to contact the student using the last address provided to the College registered on PRISMS. Students are also advised to contact DIAC at this time to discuss any impact on their student visa.

If DIAC is unable to contact the student it may result in automatic cancellation of the student's visa. For this reason it is vital that students provide the most up to date contact details to the College at all times. These details will be updated by the College on PRISMS within two (2) working days of notification of the change.

Intervention Strategy: additional requirements for student visa holders

The College's Intervention Strategy sets out various strategies that may be employed to assist students to progress through a course consistent with the timeframe set out in their CoE.

The College may extend the duration of a student's CoE as part of a documented intervention strategy to allow the student time to repeat necessary subjects/units of study or to vary the student's enrolment load. Any such changes must be recorded in PRISMS and documented on the student's file.

If a student receives a final grade lower than a pass or is deemed not yet competent in a clinic assessment, they will be withdrawn prior to census date from any other subjects/units of study for which that subject/unit of study is a prerequisite and an intervention strategy will be implemented to ensure the student's enrolment remains compliant with *National Code 2007* requirements.

Credit Transfer

In certain circumstances students may apply for course credit for subjects/units of study studied previously at other institutions. The process for applying for course credit is set out in the [Credit Transfer Procedure - HE](#) and [Credit Transfer Procedure – VET](#).

For students who are studying on an Australian **student visa**:

- if the awarding of course credit results in shortening of the course duration before the student visa is granted, the actual net course duration (as reduced by course credit) must be shown in the student's CoE; or
- if course credit is granted after the student visa is granted and results in shortening of the course, the change of duration must be recorded through PRISMS.

College Responsibilities – student records

The College must record all variations to the student's enrolment duration in PRISMS, this includes extending and reducing the duration of study specified on a student's CoE.

PART C

Note: This section only applies to international students who hold a temporary visa other than a student visa.

Study Options

International students who do not hold a student visa may study part-time (see definition). There is no limit to the amount of online study that may be undertaken by international students who are NOT studying on a student visa.

Part time students are responsible for maintaining appropriate progression throughout the course to ensure they complete their course within the maximum length of enrolment specified in this policy. This may require them to enrol in final subjects from one year concurrent with subjects from the next year to aid in their progression. Part time students should consult with the relevant pillar/departmental head if course timetabling is limiting their progression.

International students who do not hold a student visa and choose to enrol in a course must be able to demonstrate that they will be able to complete the course. These students must advise the College in writing of the way in which they intend to complete the course in accordance with any conditions of their visa.

Study of one or two subjects/units of study per semester is normally considered as General Interest Study. Students who study at this pace are at risk of not meeting the required time-frames to be eligible for an award. As a result, any student enrolling in order to receive a qualification at the conclusion of their study must enrol in units representing a minimum of 50% of the normal full-time study load for the qualification.

Credit for the subjects/units of study studied as General Interest will be automatically awarded on enrolment in the relevant course provided the learning outcomes for the subject/unit of study have remained the same and a period of less than eight (8) years has passed.

A student's inability to complete a course within the required time is an indicator that the student needs to review circumstances which may hinder performance

Consequences for Failing to Achieve Satisfactory Course Progress

Students who do not achieve satisfactory course progress as set out in this policy may be excluded from further study as per the [Deferral, Suspension and Cancellation Policy](#) or

restricted in the amount of study they can undertake.

A student excluded from study under this clause has the right of appeal as per the [Complaints and Appeals Policy – International](#).

A letter from the Director of Education will be sent to inform such students of the Colleges intention to exclude them and cancel their enrolment. The student may not enrol in any subject/unit of study or course in any sector of the College during the period of exclusion. The period of exclusion will be determined by the Director of Education but will not exceed a maximum of twelve (12) months. At the expiration of a period of exclusion, the student does not have automatic right of re-admission to the course or to the College and must apply for re-admission.

Students who have been excluded may apply for re-admission to their original course of study or for admission to a different course of study after the period of exclusion has passed. Students will be required to apply formally for re-admission through the normal channels.

The rules for the course that are current at the time of any re-admission will apply to the student's re-enrolment.

As a student's enrolment is terminated during a period of exclusion, the student will not have access to College premises or facilities, except with the written permission of the Director of Education.

A student who is excluded from the College shall not be granted academic credit for subjects/units of study completed at another Higher Education institution during the period of exclusion, except with the written approval of the Director of Education.

Where a student has been excluded due to unsatisfactory academic performance, they may apply in writing to the Director of Education for approval to undertake a subject/unit of study that they have repeatedly (twice) not successfully completed in isolation from any further study during the exclusion period.

Credit Transfer

In certain circumstances students may apply for course credit for subjects/units of study studied previously at other institutions. The process for applying for course credit is set out in the [Credit Transfer Procedure - HE](#) and [Credit transfer Procedure – VET](#).

Definitions:

CoE – Confirmation of Enrolment

DIAC – Department of Immigration and Citizenship

DIISRTE – Department of Industry, Innovation, Science, Research and Tertiary Education

ESOS – [Education Services for Overseas Students](#). A legislative framework, administered by the Australian Government, addressing the responsibility of education institutions towards overseas students.

Part time student is a student whose regular pattern of attendance is less than the full time equivalent (FTE) study load; i.e. an FTE of less than 1. In order to ensure course progression, the FTE of a part time student must be a minimum of .5 for subjects attributed to a given semester of study (thus allowing for online study intakes).

PRISMS – [Provider Registration and International Students Management System](#). A secure computer system that contains details of all education institutions, their courses and every student studying in Australia on a **student visa**.

Successful Completion of a Subject/Unit of Study

A subject is deemed to have been successfully completed if the student receives a final grade of Pass or above (higher education courses) or a final grade of competent (VET courses).

Unsatisfactory Course Progress

- The student receives a final grade lower than a Pass or is deemed not yet competent in more than 50% of subjects/units of study undertaken in any two semesters/trimesters
- The student receives a final grade lower than a pass or is deemed not yet competent in a subject/unit of study or its equivalent twice.

Further Information:

Related Procedures	Course Duration and Progress Procedure - International Complaints and Appeals Procedure International Deferral, Suspension and Cancellation Procedure- International RPL Procedure - VET
Related Policies:	Complaints and Appeals Policy – International Student Misconduct Policy Deferral, Suspension and Cancellation Policy- International Student Support Services Policy – International Students at Risk Policy Educational Pathways Policy
Benchmarking:	Christian Heritage College, University of Western Sydney, THINK Education Group
Related Documents:	International Intervention Form Intervention Strategy Report Notice- Progress Intent to Report letter - Progress Study Plan – Credit Transfer
Related Legislation:	<p>The <i>Education Services for Overseas Students Act 2000</i> (ESOS Act).</p> <p>The <i>Education Services for Overseas Students Regulations 2001</i> made under the ESOS Act (ESOS Regulations).</p> <p><u>National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007</u> (National Code) made under the ESOS Act.</p> <p>The <i>Education Services for Overseas Students (TPS Levies) Act 2012</i> (ESOS TPS Act).</p>

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Contact:	Kevin Watkins, State Manager, S.A. & Manager, International Student Education email address: kevin.watkins@endeavour.edu.au
Approval Body:	College Council
Policy Status:	Revised
Responsibilities for Implementation:	<ul style="list-style-type: none"> • <i>Divisional Directors</i> • <i>Academic Executive</i> • <i>Program Leaders</i> • <i>Student Support teams</i> • <i>Access and Equity Officers</i>
Key Stakeholders:	<ul style="list-style-type: none"> • <i>Director, Student Services</i> • <i>Student Support Coordinators</i> • <i>International Students</i>

Version History			
Version	Date	Author	Details
0.1	18Jan12	L Sharkey	Document adapted to be specific to international students studying on a student visa from pre-existing Students at Risk Policy and Course Progress Policy
1.0	22Feb13		College Council Approved (TBA)
1.1	25Feb13	L. Sharkey	Policy restructured to make distinctions between visa holders clear and eliminate referral to domestic student policies. Revised definition of unsatisfactory progress.
2.0	09Mar13		College Council Executive Approved
2.1	03Apr13	L Sharkey	Definition of unsatisfactory course progress updated and other minor changes made
2.2	25Jun13	L Sharkey	Changes made following College Council meeting on 19 April 2013 to ensure policy applies to both VET and HE students and provides clearer and more lenient

			definition of unsatisfactory course progress (50% failure in 2 study periods as opposed to one). Policy benchmarked.
3.0	12Jul13		College Council Approved
2.0	2Aug13	L Sharkey	College changed to new version control system within Sharepoint (refer to The Source for further version history)