



# Student Progression, Exclusion and Graduation Policy and Procedures

## 1. Purpose

The aim of this policy is to ensure there are procedures outlining SIA's rules for meeting course completion requirements, exclusion related to unsatisfactory progress, and processes for student course completion and graduation eligibility.

SIA requires all students' academic progress is monitored. Students who are listed to be 'at risk' may be provided with advice and assistance to support successful course completion.

SIA has obligations under both:

- the Education Services for Overseas Students Act 2000 (ESOS Act), including Section 19, and
- the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code).

**Standard 8 of the National Code** outlines SIA's obligations to overseas student visa requirements.

The purpose of monitoring is to identify students who:

- may be at risk of not completing the course within the expected duration, and/or
- are not achieving satisfactory course progress.

By monitoring students, SIA can identify those for whom an intervention strategy must be implemented.

## 2. Scope

This policy applies to SIA Trainers, Student Advisor, Academic Manager, Administration Manager, Student Services Officer and all students. SIA assesses course progress for each student in the middle of the respective course.

## 3. Definitions

Academic Staff	Trainer, Student Advisor
Course completion and graduation eligibility requirements	Minimum academic achievement required to complete course and be eligible to graduate.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students.
Intervention strategy	Strategy negotiated between the Trainer/Student Advisor/ Academic Manager and the student to assist the student to meet minimum academic standards.

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National Code 2018	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students
PRISMS	Provider Registration & International Student Management System
Teaching and Learning Committee	Committee (Trainers/Student Advisor/Academic Manager/Administration Manager) responsible for monitoring and reporting on quality assurance processes for teaching and learning ensuring day-to-day academic operations meeting quality educational standards
Minimum academic standards	Competent in at least 50% of Units that have been timetabled for completion at the mid-point of the respective course
Academic counselling session	Trainer/Student Advisor/Academic Manager meeting with student when 1 <sup>st</sup> /2 <sup>nd</sup> /3 <sup>rd</sup> Warning letters are issued by Student Services Department

#### 4. Student deemed 'at risk'

4.1 There are processes in place to identify students at academic risk, including:

- 4.1.1 monitoring of student progress by the relevant Trainer in the normal course of teaching and learning
- 4.1.2 ongoing diagnostic review of student performance in learning activities and formative assessments/class activities to gauge progress indicating lack of proficiency in areas such as academic skills, English, maths, etc...
- 4.1.3 Formal review of student performance in Summative Assessments by the Student Services Officer / Trainer / Student Advisor and student academic progress in units attempted.
- 4.1.4 Advice from Teaching and Learning Committee.

4.2 Where a student has failed to meet the minimum academic standards, he/she will be deemed 'at risk' of not making satisfactory academic progress.

4.3 Students identified 'at risk' will be contacted in writing via **1<sup>st</sup> Warning letter** requesting them to meet with the Trainer to discuss their case and an individual study plan for assistance. Intervention Strategy Form is filled out by the Trainer and signed by both Trainer and student.

4.4 Student who is still 'at risk' in the next 4 weeks after the 1<sup>st</sup> warning letter will be issued **2<sup>nd</sup> Warning letter** requesting them to meet with the Trainer to discuss their case and an individual study plan for assistance. Intervention Strategy Form is filled out by the Trainer and signed by both Trainer and student.

4.5 Student who is still 'at risk' in the next 4 weeks after the 2<sup>nd</sup> warning letter will be issued **3<sup>rd</sup> Warning letter** requesting them to meet with the Student Advisor / Academic Manager to discuss their case and an individual study plan for assistance. Intervention Strategy Form is filled out by the Student Advisor / Academic Manager and signed by both parties.

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- 4.6 The purpose of an academic counselling session is to determine an appropriate intervention strategy that will be put in place. The strategy will be negotiated between the Academic Manager, Student Advisor, Trainer and the student.
- 4.7 The intervention strategy will be activated once agreement is reached with the student. The strategy will include, but is not limited to, the student:
- Attending tutorial or study groups;
  - Attending counselling;
  - Having their study load reduced;
  - Receiving assistance with personal issues which are influencing progress;
  - Receiving mentoring;
  - Methods to improve cognitive skills;
  - Methods to improve English; or
  - A combination of the above.
- 4.8 Students will be made aware in writing of the availability of support processes and services at the various points at which they are identified to be at risk, for example:
- After course admission processes
  - During their study as a result of unsatisfactory performance in formative learning and assessment activities
- 4.9 The Academic Manager will ensure that academic staff responsibilities relating to the strategy are carried out.
- 4.10 A record of the academic counselling session (Intervention Strategy Form) will be placed in the student's file.
- 4.11 Student's participation and progress in undertaking their intervention strategy will be monitored and reviewed by the Trainer/Student Advisor/Academic Manager.

## 5. Student who continues to fail to meet minimum academic standards

- 5.1 Student who fails to meet the minimum academic standards in the next 4 weeks after the 3<sup>rd</sup> intervention strategy has been put in place, will be issued **Intention to Report** via email.
- 5.2 In the Intention to Report, the student will be informed of his/her right to appeal the decision. The student will be given the Student Complaints and Appeal Policy and Procedure and the Student Complaints and Appeal Form.
- 5.3 Academic Manager/Student Advisor will be responsible to attend the appeal with advice of Teaching and Learning Committee. Student Complaint and Appeal Form is filled out by Academic Manager/Student Advisor.
- 5.4 A student who is permitted to continue their enrolment in the course with specific conditions, but

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again fails to attain the minimum academic standards or breaches the conditions will have his/her enrolment terminated due to unsatisfactory academic progress.

## 6. Consequences of termination of enrolment

Student whose enrolment is terminated due to unsatisfactory academic progress or exceeding the period of candidature, but wish to undertake further study, in the same or a different course, must apply to SIA for re-admission in line with the Enrolment Policy and Procedure.

## 7. SIA's Obligations

Under the National Code 2018, SIA must (i) monitor the course progress of international students, (ii) intervene in the case of students not making satisfactory progress to provide them with appropriate learning strategies (iii) report students who fail to meet satisfactory progress despite intervention strategies and, (v) provide students with documentation regarding these processes.

7.1 An intervention strategy must be activated for international students who do not meet the minimum satisfactory progress standards mentioned above.

7.2 After the intervention strategy has been put in place, an international student who fails to meet the minimum academic standards must be notified in writing by the Academic Manager. The Student Service Department will issue an Intention to Report letter to the student and advise the student about the internal appeal process.

7.3 A student has the right to appeal a decision. The process is as follows:

7.3.1 If the student did not lodge an appeal within the 20 working days then SIA will have to report the student for unsatisfactory progress to the Department of Education via the PRISMS portal.

7.3.2 If the student appeals and the internal appeal is not upheld, the student will then be advised about the external appeal process – Overseas Student Ombudsman.

7.3.3 If the student does not access the external appeal process or if the external appeal is unsuccessful then SIA will report the student for unsatisfactory progress to the Department of Education via the PRISMS portal.

7.3.4 During the appeal process the student's enrolment must be maintained. The National Code does not require providers to continue to offer learning opportunities throughout the complaints or appeals process. This is a Provider decision. Providers may exclude a student from attending classes, but offer and accept student work done in their own time, off-class. Providers should consider that denying students learning opportunities during the appeals process may disadvantage them in their subsequent studies if the appeals process find in their favour.

## 8. Application for extension of studies

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8.1 Students who fail to complete within the prescribed period and who can reasonably be expected to meet the course requirements within 8 weeks may apply for an extension of time.

8.2 Student must submit the Enrolment Variation Form to request for the extension.

8.3 Students who fail to complete the course within the prescribed number of years and the additional time granted by way of extension, will have their enrolment terminated.

8.4 The final academic transcript will be issued to the student. The student will be advised in writing of the decision and their right to appeal within 20 working days of the date shown on the letter.

## 9. Graduation

9.1 The Trainer will monitor student progress and verify that a student has successfully completed all course requirements. The Trainer will report to Academic Manager to recommend that a student would be awarded a qualification by filling up Assessment Record. Academic Manager will check the record of all related assessments and notify Student Services Officer to process the qualification document.

9.2 Student who has outstanding debts shall be advised that any testamur or result notice will not be issued, nor shall he/she be permitted to graduate until such time as the debt has been paid.

## 10. Record keeping

These include:

- Assessment of course progress records for each student
- Assessment results (as required by Section 21 of the ESOS Act)
- Records of contact with students – Warning letters
- Notices of intention to report
- Complaints and Appeals outcomes, and
- Other relevant records.

## 11. Related documents

- Student Complaints and Appeals Policy and Procedure
- Enrolment Policy and Procedure

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- National Code 2018
- ASQA RTO Standards 2015

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