

Standard 10

Monitoring Course Progress Policy

Purpose

Registered providers systematically monitor students' course progress. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. Registered providers report students, under section 19 of the ESOS Act, who have breached the course progress requirements

Scope

The ESOS Act requires providers of education and training courses to international students studying in Australia to be registered, and sets out other requirements with which CSU and its staff must comply. These include obligations under the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas students (National Code) which is made under, and forms part of, the ESOS Act.

Applicable to

International On-Shore Students
Division of Student Administration
Division of Student Services
Study Group
Holmesglen

Definitions

CSU – Charles Sturt University

Content

CSU must monitor record and assess the course progress of each student for the course in which the student is currently enrolled.

CSU must assess each student's progress at the end of each compulsory study period. The study periods are Sessions. Ten weeks is usually considered the minimum length of time in which it is reasonable for the provider to make an assessment of a student's course progress. For the purposes of this policy, the maximum length for a study period is six months.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements in that study period.

The provider must define course requirements for each study period and be able to identify when a student has not passed or demonstrated competency in more than 50% of the course requirements.

CSU must have an intervention strategy for any student who is not making satisfactory course progress. It must specify:

- procedures for contacting and counselling students;
- strategies to assist identified students to achieve satisfactory course progress; and
- the process by which the intervention strategy is activated.

The intervention strategy must include provisions for:

- where appropriate, advising students on the suitability of the course in which they are enrolled;
- assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and

- advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIAC and cancellation of his or her visa, depending on the outcome of any appeals process.

At the end of each compulsory study period, students must be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy must be activated within the first four weeks of the following study period.

However, if CSU identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, staff are encouraged to implement the intervention strategy as early as practicable.

If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, the Director of Student Administration or nominee must consider the student's situation and generally after taking advice from relevant staff and unless unusual circumstances occur, notify the student of its intention to report the student to DIAC for unsatisfactory progress. This is through a written notice.

The written notice (of intention to report the student for unsatisfactory progress) must inform the student that he or she is able to access CSU's complaints and appeals process under Standard 8 and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

- provider's failure to record or calculate a student's marks accurately,
- compassionate or compelling circumstances, or
- provider has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

- If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), the provider does not report the student, and there is no requirement for intervention.
- If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the provider's intervention strategy, and the provider does not report the student.

Where:

- the student has chosen not to access the complaints and appeals processes within the 20 working day period,
- the student withdraws from the process, or
- the process is completed and results in a decision supporting the registered provider (i.e. the student's appeal was unsuccessful) the registered provider must notify the Secretary of DEEWR through PRISMS as soon as practicable of the student not achieving satisfactory course progress.