

COLLARTS

Monitoring Academic Progression Policy

Purpose

This policy establishes the principles and processes by which Collarts will monitor academic progression to ensure compliance with the rules of Collarts, the *Higher Education Standards 2015*, the *Education Services for Overseas Students (ESOS) Act 2000* and the *National Code 2018*.

Scope

This policy applies to all domestic and international students at Collarts and the College staff who monitor academic progression and attendance.

Definition of Key Terms

Alert Letters notification sent to students advising they are not achieving satisfactory course progression or maintain satisfactory course attendance and the intervention strategies available to them.

Intervention Strategy individually tailored academic skills and/or personal program to support a student with learning and/or personal difficulties to improve academic performance and/or attendance.

Satisfactory Academic Progress successfully completing the requirements of all required units in their course of study to achieve the qualification (award).

Academic Probation This is a warning that a student's academic performance is unsatisfactory, typically identified as having failed 50% or more of the units enrolled (or points loading) in a teaching period.

Policy

Collarts has a proactive and systematic approach to monitoring course progression so that students at risk may be identified as early as possible and offered a tailored intervention strategy to assist their learning and academic performance through their course of study.

1. This program will commence early in the recruitment process with students being identified through the discussion and interview phase of the application process.
2. Identification of potential and actual 'Students at Risk (SARS)' is done through a College wide system of pastoral care and counselling once classes commence. Formal identification occurs after summative assessments and attendance records alert us to possible areas of concern.
3. Formal SARS identification also occurs when they fail one or more unit assessments. The degree of being at risk is qualitatively measured with a correspondingly appropriate level of support provided.
4. Attendance is recorded as a metric of participation and possible indicator of a student at risk of unsatisfactory course progression.
5. An academic skills program is at the core of the structure and delivery of all our education programs.

Schedule of Activities for Identifying & Assisting Students at Risk

The following outlines the schedule of activities over an academic period (trimester):

Timeframe	Activity
Identification of previous trimester SARS	Formal identification of students who have failed one or more subjects- Identify what factors may have contributed to the SAR situation and record on student file for ongoing management. Determine an appropriate program of support for each individual student and document.
Lecturer and staff training on SARS identification and support	Training program devised and delivered to teaching and student administration staff on identifying, following up and managing potential and actual students at risk. This is delivered prior to the start of the trimester.
Prior to start of trimester	Recruitment team have been trained to identify early warning signs
Orientation	Communication message to include how we provide assistance and monitor student progression through our SARS Program.
Week 1	Check attendance rolls by the end of the week to identify students who have not attended. Contact these students by phone and email to determine the cause. Set up interviews with students who were identified SARS from the previous trimester.
Week 3	Lecturers to report to the Program Leader any students who appear to be struggling or disengaged.
Week 4	Identify students who have not turned up to two or more classes and issue an Attendance Alert Letter acknowledging the situation and inviting students to an academic support meeting with Program Leaders to discuss.
Week 5	Identify all students who may have failed any assessments to date and issue a first formal Academic Progression Alert Letter offering academic skills assistance and inviting students to meet with Program Leaders to discuss.
Week 6	Set-up academic support interviews with SARS to check on progression and offer additional support.
Week 8	Ask lecturers to report any students struggling or have failed a summative assessment. Issue second Formal Academic Progression Alert Letter offering academic skills assistance and inviting students to an academic support meeting with their Program Leader to discuss.
Moderation Committee Meeting (end of trimester)	The Moderation Committee prepares a separate report that identifies students that may require support in the following trimester.
Post Moderation Committee Meeting (end of trimester)	For domestic students who failed two or more subjects in a given trimester or have failed the same unit twice, issue third formal Academic Progression Alert Letter inviting students to meet with Program Leaders to discuss their academic options going into next trimester. For international students, issue an Intention to Report Letter in relation to their breach of visa condition 8202.

Staff-Student Consultation & Pastoral Care

It is acknowledged that Collarts students cover a broad cross section of learning styles, engagement, motivation, family education backgrounds, ethnicity, aptitudes and abilities. Given the broad cross section of factors it is important to apply a range of measures to assist student's individual needs. An Academic Skills Program is offered to all students to support their learning, writing and research skills:

1. Attendance Records

Attendance records are maintained for all classes and a decline in attendance conditions triggers action by Collarts to inquire as to the reason for lack of attendance and how we may assist with learning support. Experience has shown that non-attendance will, in some instances, be an indicator of student difficulties and once identified, students are invited to attend a meeting with the Program Leader to discuss the issues contributing to poor attendance and any academic or personal matters which may be impacting course progression. As course progression for international students is not just a matter of pastoral care but also a requirement of their student visa, a formal Attendance Alert Letter are issued to the student advising their attendance level and the impact poor attendance may have on course progression and subsequently on their visa conditions should the pattern continue.

Collarts has an Academic Skills Program for all students to support their learning, writing and research skills. In Weeks 1 to 3 of the trimester, academic skills support lectures on academic writing, essay planning, research methodologies and citation methods are delivered to students. The lectures are repeated so that all students are able to attend. In the ensuing weeks, Academic Skills Tutors work with students one-on-one or with small groups of students on their essay drafts. Academic skills support is provided by teaching staff in each respective unit of study. In addition, Collarts employs an Academic Skills Tutor who provides academic skills support to students. Session times vary so that all students have the opportunity to benefit from the program.

2. Academic Skills Program

Collarts also has an Academic Skills Program consists of face-to-face instruction workshops and reference services with the Academic Skills Manager covering the following topics:

- Study Skills & Techniques
- Harvard Referencing Made Easy
- Report & Essay Writing
- Finding & Using Information Effectively
- Advanced Search & Research Strategies
- Studying, Revising & Doing Exams

Students can request an individual academic support session with the Academic Skills Manager to build research and writing skills that are the basis for ongoing professional development and achievement, as well as independent lifelong learning. Students are welcome to bring in assessments they are working on for advice on essay structure, grammar, researching, answering the question, logic (of argument or hypothesis), coherence, etc. The Academic Skills Manager can also assist with time management and study skills and habits, as

well as any questions regarding referencing (theory or conventions). Students can request an individual meeting either via Student Services or directly with the Academic Skills Manager via the following points of contact:

Telephone: 1300 818 777
Email: efolvig@collarts.edu.au

There are also specific learning support services provided for individual students by Academic Staff in scholarship and writing techniques; computer applications; learning difficulties; study techniques. Students can request an individual meeting directly with their Program Leader, Program Coordinator or a member of the teaching staff via email (all students, faculty and student services staff are issued with a college email address that follows a standard convention of the First Name Initial and Surname e.g. initialsurname@collarts.edu.au).

3. Monitoring Assessment Results

Course progression is also monitored based on assessment results during the trimester. The results for assessments completed during a trimester are recorded in the Student Management System, and the Registrar advises Program Leaders of any students who have received a grade of 'Fail' or have no result recorded against an assessment. Once identified, the student is contacted to meet with the Program Leader (or their nominee, such as the Program Coordinator). The outcome of the counselling process may be either:

- referral to the appropriate academic support program such as those described in 2-4 above
- referral to the College Counsellor
- a verbal warning
- a note in the student's file

Academic staff will also advise the Program Leader of any student with course progression or participation (attendance) concerns which may also trigger the above actions.

4. Personal Counselling

Transition into higher education can be a stressful time for some students. The pressure of work and the prospect of examinations may generate feelings of stress that become difficult to manage. Events associated with relocating to a different country and new home can also make studying stressful. In addition to academic support, Collarts provides all students with the opportunity to access an independent professional psychological counselling service to assist them with their journey through college life and tertiary study.

The Personal Counselling Service is a professional psychological service available to students to assist them with their journey through college life. Appointments are confidential, and the service works within the Code of Ethics and Practice of the Australian Psychological Society.

Students can access counselling sessions (at no cost to themselves). Students are also invited to contact their Program Leader for a confidential personal discussion. From these discussions, the Program Leader will refer students to the College Counselling Service or third-party organisations for specialist advice in mental health and/or other personal health issues.

Collarts treats all personal information as confidential. Appointments are confidential, and the College Counselling Service works within the Code of Ethics and Practice of the Australian Psychological Society.

Further detail about the counselling service can be found in the Student Handbook.

Students who do not make Satisfactory Academic Progression

Domestic Students

Course progress is monitored, recorded and assessed throughout the trimester and as part of the formal moderation of results at the end of each trimester. A series of alert letters will be issued, and an intervention strategy implemented if academic progress begins to decline, escalating to the College issuing a notice of intention to place the student on academic probation.

A domestic student who receives written notification from Collarts advising the intention to place on academic probation, the student then has twenty working days to access the Collarts complaints and appeals process in accordance with the college *Grievance & Appeals Policy*.

International Students

Under the *National Code 2018*, international students are required to achieve satisfactory academic progress during each trimester in order to successfully complete their course of study within the expected duration as specified in their Confirmation of Enrolment (CoE) and the conditions of their student visa issued by the Department of Home Affairs (DHA).

Course progress is monitored, recorded and assessed throughout the trimester and as part of the formal moderation of results at the end of each trimester. A series of alert letters will be issued, and an intervention strategy implemented if academic progress begins to decline, escalating to the College issuing a notice of intention to report where an international student is failing or not deemed competent in 50% of their units of study within the trimester. International students who do not achieve satisfactory academic progression in two consecutive trimesters will be advised of Collarts' intention to report the breach to the Secretary of Department of Home Affairs (DHA) via PRISMS, which may result in the cancellation of their student visa.

In accordance with the National Code 2018, an international student who receives written notification from Collarts advising the intention to report the breach of visa condition 8202 to DHA, the student then has twenty working days to access the Collarts complaints and appeals process in accordance with the College *Grievance & Appeals Policy* on the College website.

If the student chooses not to appeal or if their appeal is unsuccessful, Collarts report the student to DHA via PRISMS within five working days of the end of the appeal period or appeal process.

Students who do not maintain Satisfactory Course Attendance

Course attendance is monitored, recorded and assessed throughout the trimester as a measure of participation and a possible indicator of a student at risk of unsatisfactory course progression. A series of alert letters will be issued, and an intervention strategy implemented when attendance begins to decline.

Completion within the Expected Duration of Study

① **NOTE:** *this section applies to international students only*

Under the National Code 2018, international students are required to complete their course of study within the expected duration as specified in their Confirmation of Enrolment (CoE) and the conditions of their student visa issued by the Department of Home Affairs (DHA). Collarts may extend of the duration of study and permit a less than full-time load under the following circumstances:

- Compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where Collarts was unable to offer a pre-requisite unit)
- Where Collarts implemented an intervention strategy for students who were at risk of not meeting satisfactory course progress, or
- Deferral or suspension of study has been granted in accordance with the *National Code 2018*

When an international student requires further time to complete their course of study, the student must lodge an *Application for Extension of CoE* form with the Registrar. An *Application for Extension of CoE* form and the instructions for lodgment can be found on the student portal of the College website.

Where an *Application for Extension of CoE* is successful, Collarts will issue a new CoE via PRISMS to enable the student to make application for a new student visa with DHA. Students must provide a copy of the new visa to the Collarts Registrar for the student records.

Where an *Application for Extension of CoE* is denied, Collarts will not issue the new CoE required to extend the student visa extension and the student may not be able to complete their course of study. The student will be notified in writing of the reasons for the refusal and their rights to appeal the decision. Students wishing to make an appeal should refer to the college *Grievance & Appeals Policy*.

Where an international student completes their course of study early, Collarts must also report this to DHA via PRISMS and the duration of the student's visa may be reduced.

Related Policies

This policy should be read in conjunction with the following college policies:

- *Attendance & Participation Policy*
- *Intervention Strategy Guidelines*
- *Completion of Course within Expected Duration Policy (international students only)*
- *Grievance & Appeals Policy*

All College policies referenced in this document can be accessed via the *Student Resources* section of the MyCollarts student portal at <http://mycollarts.edu.au/login/index.php>.

Further Information

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