Course Progress & Completion within Expected Duration Policy and Procedure

Purpose

The purpose of this document is to set out the policy and procedure adhered to by Universal Education Centre Pty Ltd (UEC) and its staff with respect to students' course progress and completion of courses within the expected duration. This policy particularly refers to students enrolled in a CRICOS registered course on a Student Visa.

The core principle of this policy is to confirm that UEC will ensure it takes all reasonable measures to comply with all legislative and regulatory requirements, such as those set out in the ESOS framework, including those requirements relating to course attendance by overseas students set out in Standard 8 of the National Code 2018.

In its engagement with and support of international students, UEC prioritises the protection of the rights of potential and current international students as well as protection of the reputation of UEC and of the Australian international education industry as a whole.

Scope

This document and the policy and procedure set out in it apply to all activities related to the management of the course progress and completion of courses within the expected duration of international students by UEC and its staff.

This document and the policy and procedure set out in it exist in the context of all other UEC Policy and Procedure documentation. In particular, this policy and procedure works in conjunction with the Attendance and the Visa Requirements policies and procedures to address the requirements set out in Standard 8 of the National Code. The UEC policy and procedure documentation relating to Deferring, Suspending, and Cancelling Enrolment, and to Complaints and Appeals also all provide key context and should be read together with this document.

Universal English College

Course Progress &
Completion within Expected Duration
Policy & Procedure
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Policy Details

Below are the specific details of UEC's Course Progress & Completion within Expected Duration policy.

1. UEC is committed to ensuring that its management of the enrolments of international students at its organisation and in the courses it offers is ethical and in accordance with all legislative and regulatory requirements that govern UEC and its operations, including the requirements of Standard 8 of the National Code.

2. This document exists in the context of the UEC policy and procedure documentation relating to Attendance, Visa Requirements, Complaints and Appeals, and to Deferring, Suspending, and Cancelling Enrolment. These documents provide crucial policy and procedure details particularly relating to obligations and commitments of UEC and its staff with respect to the reporting of students who fail to meet their obligations with respect to course progress and completing courses within the expected duration.

3. UEC will monitor, record, and assess its students' progress during their courses and any issues relating to its students completing courses within the duration of their eCoE.

4. UEC will report on its students' progress in their courses as and when required and appropriate according to the obligations on student visa holders to meet minimum progress requirements and to complete their course within the duration specified on their eCoE and/or according to any obligations placed on UEC by the regulator.

5. UEC expects its students to attempt to pass 100% of the course assessments to meet the minimum acceptable course progress for all student visa holders.

6. UEC communicates these expectations and requirements to all prospective and enrolled students prior to their enrolment, prior to their arrival, during their Day One induction, and consistently through their enrolment. At these times, UEC restates that the requirement to make satisfactory course progress and complete the course within the expected duration is a requirement of the student visa and that should student visa holders fail to do so, UEC is required report this to immigration and that this may result in immigration making the decision to cancel the student's visa.

7. UEC similarly communicates to students prior to their enrolment, prior to their arrival, during their Day One induction, and consistently through their enrolment that it will monitor and record their course attendance and progress and issue warnings via individual electronic and personal communications should students be deemed as at risk of not meeting the minimum requirements.

8. UEC will regularly review the course progress of all student visa holders (including but not necessarily limited to at the end of each term) to assess whether they are making satisfactory progress and, if necessary, take one or more of the following prescribed actions:

    a. Students who are observed as not passing or not submitting multiple or major assessments during a unit or period of study will be informally counselled and supported by their teacher during that period of study.
    b. Students who are classified as 'not making satisfactory progress at the end of the period of study' and will be asked to attend a meeting with the Academic Manager who will enact a suitable UEC intervention strategy. Additionally, a notification will be sent through to their representative agent and their managing marketing officer.
    c. Students who do not make progress for a third consecutive study period will be classified as 'not making satisfactory progress in the course' and will be issued with a 'Notice of Intent to Report'. Additionally, a notification will be sent through to their representative agent and their managing marketing officer.

9. UEC will ensure that in all communications relating to course progress issues, students are made aware of their rights including but not necessarily limited to those relating to:
    a. bringing a support person to any meetings
    b. as per the details of the UEC Complaints and Appeals policy,
        i. access to the UEC internal complaints and appeals process
        ii. access to and the details of how to make an external appeal
    c. details of the rights of and obligations on students and providers as set out in the National Code 2018.

10. UEC will ensure that any communications relating to course progress issues for students who are under the age of 18 will also be forwarded to the student's parent or legal guardian.

11. UEC will, as per the details of the UEC policy on Deferring, Suspending, and Cancelling Enrolments, make appropriate considerations of situations involving compelling or compassionate circumstances when reaching decisions relating to reporting a student to immigration for failure to meet course requirements.

12. UEC will also monitor student attendance and progress with respect to each student being able to complete the course in which he or she is enrolled within the time specified in the student's written agreement and eCoE.

13. UEC will support students to complete the course in which they are enrolled within the duration stated in each student's written agreement and eCoE. This may involve providing the student with informal academic support, arranging academic counselling sessions outside of class times, and/or implementing the UEC intervention strategy.

14. In cases where a student is unable, for any reason, to complete his or her course within the expected duration as set out in the student's eCoE and written agreement, UEC will only extend the student's enrolment by making a variation in the student's eCoE in PRISMS where the student requests such an extension in writing, and:

a. the student appropriately demonstrates that compelling and compassionate circumstances apply, or
b. the student is actively and effectively engaged in the UEC intervention strategy, or
c. the student's enrolment has been suspended or deferred as per the details of the UEC policy on Deferring, Suspending, and Cancelling Enrolments.

15. Where, as per the point above and in keeping with the details of the UEC policy on Deferring, Suspending, and Cancelling Enrolments, the duration of a student's enrolment is extended, the student is advised to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

16. UEC will ensure appropriate records are kept relating to the course progress of an international student.

Procedure Details - General

Below are the specific elements of the implementation of the above-detailed policy and the procedures to be followed by UEC staff and its contractors and partners.

17. Responsibility for approving and ensuring the effective maintenance and implementation of this policy is held by the Campus Director. Should this role be temporarily vacant for any reason, the responsibility immediately escalates to the Managing Director of UEC.

18. As per the details of the Compliance Policy, this policy and procedure will be reviewed at least annually (i.e. within 12 months of its latest update) and will be updated whenever is required by any changes in the regulatory or legislative requirements that govern UEC, in its attendance-related practices, or other changes that might require its review.

19. As per the details of the Compliance Policy, this policy and procedure will be made openly available by UEC to all relevant stakeholders.

20. All staff, contractors, or partners to whom this policy applies are made aware of this policy and procedure, are supported to understand its contents, and trained to follow its directives through:
    a. Effective induction of new staff, contractors, and partners; and
    b. Ongoing training of new and existing staff, contractors, and partners; and
    c. Any other means deemed appropriate from time to time.

Procedure Details – Pre and On Arrival Information

21. As per the student recruitment policy and procedure, UEC will ensure that all students are given clear, accurate, and appropriately comprehensive advice prior to enrolment of the expectations and obligations they will be under with respect to satisfactory course attendance and progress and completion within the expected duration and of the processes

that UEC will undertake with respect to these matters, including those dictated by the conditions of student visas and under the National Code.

22. As per the policy and procedure relating to new student orientation, all students commencing studies at UEC will have a Day One orientation session which will include advice on expectations and obligations relating to satisfactory course attendance and progress and completion within the expected duration, including those dictated by the conditions of student visas and under the National Code.

23. UEC will also make all relevant information relating to course attendance and progress available to students through the student handbook.

Procedure Details – Monitoring and Recording Course Attendance and Progress

24. UEC teachers will monitor student attendance every day through eBecas as per the Teachers' Handbook

25. UEC teachers will also monitor all course progress in the Record of Assessments weekly or as required according to the Teachers' Handbook.

Procedure Details – Assessing and Reporting on Course Progress

26. At the end of each session, an academic manager will review the grades of each student and to identify students who have not progressed over 2 consecutive study periods.

27. Where a student has not progressed at that stage, they will be asked to meet with their teacher and / or an academic manager and put on a formal intervention strategy.

28. During that academic counselling session, a letter of warning will be sent to document the intervention plan and the student will be required to sign it to indicate commitment.

29. Where a student is issued with a 'notice of intent to report', the academic counselling session will include confirming the student's understanding of the right to lodge an appeal within 20 working days of the notice being issued as per the UEC Complaints and Appeals Policy. The student will have the opportunity to discuss any compelling or compassionate circumstances so that appropriate steps can be taken to support the student. S. Records of the meeting and the outcomes will be recorded in the student's file.

30. Where a notice of intent to report has been issued and the student fails to attend the scheduled meeting to appeal and/or fails to reschedule and/or attend another meeting within the allotted 20 working days or the student communicates in writing that they will not appeal the decision, UEC will deem the original decision final and will remind the student of his or her right to make an external appeal within 5 working days and advise the student

of the contact details of the Overseas Students Ombudsman (OSO). Records of all communications from and to the student will be kept on the student's file on the student management system.

31. If, after 5 further working days, UEC has not received any communication from the OSO or other external appeal body, UEC will notify the student that it will report the student to immigration via PRISMS on the next working day and that the student should immediately go to an immigration office to get advice on his or her visa status.

32. If a student does attend an appeal meeting, he or she will have an opportunity to provide evidence of compassionate or compelling circumstances.

33. Where UEC is notified within those five working days that an external appeal process has been commenced, it will take no further action until directed to do so by the appeal body. Should no such notification be received by UEC, the student will be reported via PRISMS on the following working day.

34. Where an external appeal is held, UEC will actively support the process and will immediately enact the decision reached by the appeal body.

35. Throughout all processes set out above, including if a student's failure to meet course progress requirements is reported in PRISMS, UEC will maintain the student's enrolment and continue to support the student until such time as immigration communicates a decision otherwise.

In Compliance With

The various elements of this document have been developed to comply with the requirements under the ESOS framework, including, but not necessarily limited to:

National Code Standard 8

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Version Control

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Updated By:	Richard Pincus
Approved By:	Dan Wortley
Changes Made:	Review and update