



Overseas Student Progression Policy and Procedure

1. Purpose

To outline policy and procedure for monitoring, evaluating and responding to variations in the progression of overseas students through their studies.

2. Scope

Applies to all overseas students enrolled in a course of study to which the Education Services for Overseas Students Act 2000 (ESOS Act 2000) is applicable.

3. Definitions

Confirmation of Enrolment (CoE)

An electronic document issued to an overseas student indicating the course in which they are enrolled and its commencement and completion dates. The CoE also confirms the student's eligibility to enrol for their student visa application.

At risk

An overseas student is considered at risk of breaching their course progression obligations in the following instances:

A student is at risk when;

if more than 50% of units in a semester is failed or;

if the student fails a particular unit for a second time or;

withdraws from all units for a semester after the census date or;

when the student is found to have engaged in academic misconduct.

Leave of absence

A temporary intermission period taken at a student's own request during which no units of study are attempted.

Deferment

An agreement to allow an applicant to defer taking up the place they have been offered until a later time.

Suspension of enrolment

A temporary status placed on a student's enrolment preventing that student from continuing their studies until a matter or process has been resolved or completed.

Cancellation of enrolment

The discontinuation of a student's enrolment by IHM that is not at the request of the student.

National Code

National Code of Practice for Providers of Education and Training to Overseas Students 2018 are legislative standards that set out requirements for providers to overseas students studying onshore in Australia on a student visa in accordance with the Education Services for Overseas Students (ESOS) Act 2000.

4. Principles

- 4.1 Formal progression assessment is undertaken at the end of each semester. Students are informed about course requirements, attendance and progression periods.
- 4.2 A recognition that there is a strong correlation between attendance and levels of academic success. All overseas students are expected to attend classes.
- 4.3 Early intervention and support of overseas students academically at risk gives the students the best opportunity to succeed in their studies.
- 4.4 Overseas students are informed about the type of learning and other support services available to them to help them achieve the course progress requirements.
- 4.5 IHM monitors overseas student academic progress and is obligated to report overseas students who fail to comply with academic progress guidelines as outlined in the National Code (2018).
- 4.6 When an overseas student fails to achieve satisfactory academic performance requirements at IHM, conditions, suspension or exclusion will apply as per the Procedures.
- 4.7 If the student haven't met the academic progression requirements at the end of a semester, student will be placed on the academic progression register, where IHM will monitor the progress and provide support through our Student Learning Support Program.
- 4.8 If an international student is not meeting the course requirements, IHM is required to notify the [Department of Home Affairs](#).

5. Responsibility

- 5.1 Academic Board is responsible for monitoring the implementation of this policy and procedures, including oversight of attrition, retention and progression rates of all students.
- 5.2 Course Coordinators are responsible for monitoring course progression and to report overseas students who fail to comply with national guidelines on academic progress.
- 5.3 Lecturers are responsible for monitoring the progression of students' learning activities within units of study.

6. Procedures

6.1 Informal Monitoring of Progression

6.1.1 Lecturers will informally monitor progression and respond by:

- Making contact with overseas students when they are absent from class in the first two weeks of study;
- Being available at a scheduled time to provide clarity to the student about the expectations for satisfactory progress regarding learning needs and assessment in the unit;
- Providing formative assessment and feedback on learning and teaching activities;
- Reviewing student cohort data regarding the number of overseas students seeking assistance from support staff in relation to their unit of study

contact with overseas students whenever an assessment task is late or if participation in teaching and learning activities is reduced or absent;

- For any student who is absent from class or who has failed an assessment, the lecturer will offer assistance and refer the student to support services;
- Providing informal feedback to course coordinators on student progression; and
- This will assist IHM in:
 - validation of learning materials and course content improvement
 - review marketing information, information provided to students by agents
 - review activities conducted for English language and learning skill support

6.1.1 Student Action

- At any time a student is concerned about his or her progress, in particular is not attending classes or has not submitted assessment on time or at all, the student is encouraged to contact one of the following:
 - the lecturer, or
 - the support services, or
 - the course coordinator, or
 - the Director of Studies

6.2 Formal Monitoring of Progression and Identification of a Student who is at Risk of failing

6.2.1 Within each unit of study, lecturers will report to course coordinators when a student has not attended the first two weeks of study.(Early warning)

6.2.2 Within each unit of study, lecturers will report to course coordinators when a student has not submitted/undertaken assessment or has failed the first assessment item of the unit.

6.2.3 Course coordinators will:

- Maintain a record of students identified as at risk of failing a unit or units of study using the Students at Risk Action Plan Template;
- Seek and record any feedback from the student's Lecturer from each unit in which the student is enrolled, including units that the student is not considered at risk of failing;
- Identify and contact students at risk of breaching their progression obligations, offering assistance and referral to support services; using the Early Warning letter, Second Warning letter and Notice of intention to report.

6.3 Actions to support student academic progress

IHM will provide services, including support, to help students maintain satisfactory academic progress and, where appropriate, will place conditions on a student's enrolment or will apply a period of exclusion from the course where the student's circumstances are not conducive to study.

6.4 Reporting

- 6.4.1 IHM will meet reporting obligations with regard to students' progression under section 19 of the ESOS Act 2000.
- 6.4.2 Students will be given twenty working days to make an appeal using Complaint and Appels Policy and procedure from the time that they are notified in writing of a reportable matter, after which the matter will be reported. A notification will be issued to the student as soon as it is known that the student is failing to meet the progression requirements necessary to complete the course of study within the duration specified in their CoE.

6.5 Leave of Absence

Leave of absence is available to international students studying onshore in Australia under certain circumstances. Students should completed at least one semester of study and have a good reason for applying for a leave of absence. The most common reasons are a serious and long-lasting illness, or an injury that stops you from studying.

Mild illnesses, holidays and work commitments are not considered acceptable reasons to apply for a leave of absence.

If the student holds an international student visa, they must remain enrolled and attend classes until leave of absence application is granted.

Failure to remain enrolled in subject/s in each semester or half year, or failure to apply for and be approved for an official Leave of Absence for any semester in which the student do not intend to study, may result in cancellation of the enrolled course. If this happens, the student will need to re-apply for admission into the current version of the course.

Student can contact the student support staff to get help and find out about any other options.

International student can usually take a leave of absence for six months at most. If the reason they are on leave persists for more than six months, student need to speak to the student support staff.

To apply for a leave of absence student need to submit the Leave of absence Form along with documents that support the reason for applying.

The documents the student need to give IHM depend on individual case and may include medical certificate, air tickets or Certificate of Death of family members. Submission of an application for leave of absence does not imply that it will be granted automatically. Each application will be discussed and decision will be made on the basis of the evidence provided.

If the leave of Absence is granted the student will be notified in writing and must continue to study until such time. If the duration of a course is extended the CoE will be updated by IHM within 10 working days and the change will be reported to the Commonwealth Government using PRISMS in 31 days. Please contact the Department of Home Affairs at homeaffairs.gov.au for more detail.

If the leave Absence of is refused the student will be advised in writing about the Appeals process available to them though IHM's Complaints and Appeal Policy and Procedure.

6.6 Deferral of Enrolment

1. If a prospective overseas student applies for and is offered a place in a course to which this policy applies, they may choose to enrol in the course in a later study period in accordance with the following procedure:

Deferral of enrolment is available to international students who have been offered a place in a course at IHM. Deferral will be granted only on compassionate or compelling circumstances as per the National code of Practice 2018.

‘Compassionate or compelling’ circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student’s course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student’s studies;
- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists’ reports)

The documents the student need to give IHM depend on individual case and may include evidence of the circumstances. Submission of an application for deferral does not imply that it will be granted automatically. Each application will be discussed and decision will be made on the basis of the evidence provided.

The Course Coordinator or the Student Administration and Registration Manager has the discretion to permit deferment for each intake for specific courses. Deferment may not be possible for all courses or intakes at IHM.

An applicant may only defer the acceptance of their offer once, and only prior to accepting their offer by enrolling in the course.

If the international applicant has already accepted their offer, IHM is required to report this deferral to the relevant government department **via** (PRISMS).

The period of deferment will normally be until Semester 1 the following year, unless a course is available for commencement in an earlier admissions intake. The period of deferment will normally be no longer than a year.

By granting deferment, IHM does not guarantee that the course offering will be available to the applicant at the end of the period of deferment.

Where the course is no longer available for an intake at the end of the period of deferment IHM will seek to make an appropriate alternate offer.

As the applicant has deferred the acceptance of their offer, the fees and any other requirements will be as applicable at the time of commencement of their studies, as determined by their enrolment.

At the end of the period of deferment the applicant will be invited to enrol to accept their offer. Failure to enrol by the relevant enrolment deadline may result in the offer being lapsed.

If the deferral request is granted the student will be notified in writing. If the duration of a course is extended the CoE will be updated by IHM within 10 working days and the change will be reported to the Commonwealth Government using PRISMS in 31 days. Please contact the Department of Home Affairs at homeaffairs.gov.au for more detail.

If the deferral request is refused the student will be advised in writing about the Appeals process available to them though IHM’s Complaints and Appeal Policy and Procedure.

6.7 Suspension of enrolment

6.7.1 Enrolment of an overseas student shall be suspended according to the Student misconduct policy under the following circumstances:

- The student faces criminal charges;
- The student awaits disciplinary action for serious misconduct;
- The student Causes a risk, in any of the categories of risk set out in the Quality Assurance and Risk Management Policy and Procedure (academic, financial, health and safety, legal, reputational, security and regulatory), to IHM or to any student, staff member or other person that is considered a high magnitude risk when evaluated in accordance with the IHM risk management framework;
- Documentary evidence required may include: police reports, incident reports, legal sanctions, medical certificates for condition that may pose a risk to the student or the well-being of other students.

6.7.2 The suspension will be implemented as follows:

- a. A decision is made to suspend the enrolment of a student by the appointed disciplinary committee;
- b. The Student support officer issues a written notification of the suspension to the student;
- c. The student is allowed 20 working days during which to appeal the suspension decision by submitting a Appeal Form. The suspension may take effect immediately if the students health or wellbeing of the wellbeing of others is likely to be at risk.
- d. If the student does not appeal the decision, or if the student appeals but the decision is upheld by the IHM Appeals Committee, the Student support officer will report the student via using the Provider Registration and International Students Management System (PRISMS) in 31 days;
- e. The Student support officer updates the student's enrolment status to 'Suspended' in the Student Management System;
- f. The suspension remains in place until;
 - The matter to which it pertains has been resolved;
 - The overseas student withdraws from the course or;
 - The student's enrolment is cancelled.

6.8 Cancellation of Enrolment

6.8.1 An overseas student's enrolment will be cancelled if:

- a. The overseas student does not pay tuition fees and no appropriate resolution can be reached;
- b. The overseas student has been found to have committed serious misconduct as set out in the Student Misconduct Policy and Procedure;
- c. The overseas student is no longer eligible to undertake the course due to changing circumstances including but not limited to:
 - is missing;

- has medical concerns, severe depression or psychological issues which lead the provider to fear for the overseas student's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the overseas student or others;
- is at risk of committing a criminal offence.
- Cancellation of a student visa;
- Matters arising from criminal record checks;
- Inability to complete the course within the specified duration;
- Detection of falsified documentation;
- A policy or procedure specifies another circumstance under which enrolment is to be cancelled.
- Documentary evidence required may include: police report, immigration department advice about falsified or fraudulent documentation and medical reports.

A decision is made to cancel the enrolment of a student by the appointed disciplinary committee;

- a. The Student support officer issues a written notification of the cancellation to the student;
- b. The student is allowed 20 working days during which to appeal the cancellation decision by submitting a Appeal Form. The cancellation may take effect immediately if the students health or wellbeing of the wellbeing of others is likely to be at risk.
- c. If the student does not appeal the decision, or if the student appeals but the decision is upheld by the IHM Appeals Committee, the Student support officer will report the student via using the Provider Registration and International Students Management System (PRISMS) in 31 days;
- d. The Student support officer updates the student's enrolment status to 'Cancelled' in the Student Management System;

6.9 Student Support Services

- a. 6.9.1 Support services made available to students will be outlined in the IHM Student Support Policy. Those services can be accessed by students either voluntarily or by referral. Students identified as at risk of failing to meet progression requirements will be referred to student support services to help them maintain their progression.

6.10 Records Management Procedure

Records of decisions are maintained in the student management system. Course variations are entered into the Deferral, Suspension and Cancellation register which will also record the date of commencement of leave of absence, suspension, deferral and date of return. Alerts are set for student services to contact student support services to followup and monitor the return to study of the student.

Supplementary Information

Related policies/procedures:

- Student Support Services Policy and Procedures
- Student Assessment Policy and Procedures
- Teaching and Learning Policy
- Copyright Policy for Students
- Student Misconduct Policy and Procedure

Benchmarking: Not applicable

Supporting research and analysis: Not applicable

Related documents:

- Student learning support plan
- Early warning letter
- Leave of absence outcome letter
- Defferal Outcome Letter
- Suspension outcome letter
- Camncelation outcom letter
- Defferal/Suspension/Cancellation Register
- Intention to report letter
- Second warning
- Notice of intention to report
- Leave of absence form
- Leave of absence outcome
- Deferral Form

Related legislation:

- Higher Education Support Act 2003
- Education Services for Overseas Student (ESOS) Act 2000 and National Code 2018
- National ELICOS Standards 2018
- Tertiary Education Quality and Standards Agency (TEQSA) Act 2011
- Department of Home Affairs - Student Visa requirements
- Privacy legislation

Guidelines: Not applicable

Name of Document	Overseas Student Progression Policy and Procedure
Approval Committee	Academic Board
Endorsement Committee	Teaching and Learning Committee
Date of Approval	12/02/2020
Responsibilities for Implementation	Director of Studies



Key Stakeholders	Course Coordinators <ul style="list-style-type: none">• Lecturers• Overseas Students
Date for Next Review	12/02/2021
Policies Superseded by this Policy	None

Acknowledgement

NA