

FOUNTAIN College

# Student Course Progress Policy

Overseas Student Support Services in compliance with National  
Code 2018

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FOUNTAIN College CRICOS Provider Code: 03370E



# Policy Title: Student Course Progress Policy

## Policy Statement

The purpose of this policy is to establish the circumstances under which monitoring of student progress and strategic interventions must be implemented to support student progress and to meet obligations under the ESOS Act.

## Scope

This policy is applicable to students who are currently studying at FOUNTAIN College and relates to the identification of students at risk of not making satisfactory progress or failing, the monitoring of student progress, and the intervention strategies implemented by FOUNTAIN College to support students.

The Student Progress Policy is compliant with amendments to the 2000 Education Services for Overseas Students Act (ESOS) and the 2018 changes to the National Code; the student visa program, Standards 9 and 10.

## Student Course Progress Policy

### Stage 1: Satisfactory Course Progress Requirement

At the end of each term, the academic progress of all students is reviewed and assessed by International Student Officer. International Student Officer identifies students who have not achieved or are at risk of not achieving satisfactory course progress. This is an automated process activated at the conclusion of each term. Satisfactory course progress consists of the following criteria:

- Obtaining a final grade of 'Pass' or higher in more than 50 per cent of subjects undertaken by the student;
- Maintaining a minimum 80% attendance rate;
- Completing mandatory directions as specified by a designated FOUNTAIN staff member; and
- Completing a course within the expected duration of study as specified on the confirmation of enrolment (CoE). *This criterion applies only to students on an international student visa.*

### Stage 2: Identification and Intervention Strategies

Fountain College will monitor students' progress to ensure whether the student/s will be able to finish the study as specified in the CoE (confirmation of enrolment). The following procedure will be followed if the Student's officer finds the progress of students is in need to be increased.

FOUNTAIN College provides term reports to its students at the end of each term. The Student Contact Officer will review international students' course progress every term by evaluating their term reports and by interviewing their subject teachers. The Student Contact Officer will also inform parents of international students during each term through telephone or email about the student's course progress and send them a copy of term report by mail or through SEQTA.

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Students identified by the Student Contact Officer who are deemed to have not achieved, or are at risk of not meeting satisfactory academic progress will be sent a letter requesting their attendance at an interview with the Student Contact Officer and. It is the responsibility of the student to ensure their participation at this interview. Students may still be considered for exclusion at the end of the term if they fail to attend this interview.

At the interview, students will be given an opportunity to discuss their academic progress and counselled in identifying the cause(s) of their lack of progress, whether academic or personal.

Intervention and support strategies will be developed and specified at the interview and a clear supporting strategies plan will be informed student/parent/guardian and put in students file. Strategies for assisting students will include, but will not be limited to:

- Arrange an appointment with International Student Officer;
- Tutoring in small groups;
- Study plan devised by a senior teacher;
- Arrange specific homework to their needs;
- Individual Case Management;
- Mentoring (this may incur additional costs);
- Private tutoring (this may incur additional costs);
- Reduction in course load;
- Any other strategy specific to the needs of a student.
- Supporting strategy will be documented in put in the students file

Intervention or support strategies may be developed in conjunction with the Curriculum Coordinator.

Intervention or support strategies may be imposed at any stage in the term if the student is identified as being at risk of not meeting satisfactory course progress. Notes of any subsequent interviews with the student will be recorded electronically on the student's file.

Where an international student's duration of study has exceeded the duration specified on the CoE; FOUNTAIN College will extend the student's enrolment only once and only when intervention, mandatory or support strategies have been imposed in accordance with this policy.

### **Stage 3: Monitoring Course Progress Procedure**

The Monitoring of students' course progress is based on the weighted average of assessments. A study plan is provided by the school at the commencement of the term and details the assessment requirements to be completed to demonstrate achievement in enrolled subjects. In determining whether a student has achieved satisfactory academic progress the following grading system applies to all subjects that follow the Western Australian Curriculum.

A	Well above average
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B	Above Average
C	At Standard
D	Below Average
E	Well below average

#### Stage 4: Monitoring Course Attendance

- 1) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- 2) Student attendance is:
  - i) checked and recorded daily in SEQTA
  - ii) assessed regularly
  - iii) recorded and calculated over each term.
- 3) Late arrival at school will be recorded and will be included in attendance calculations.
- 4) All absences from school should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal. Late arrival at school will be recorded and will be included in attendance calculations.
- 5) Any absences longer than 5 consecutive days without approval will be investigated.
- 6) Student attendance will be monitored by the Enrolments Registrar every 5 weeks over a semester to assess student.
- 7) Students at risk of breaching Fountain College's attendance requirements will be counselled by the International Student officer and will be offered any necessary. Details of intervention strategies will be kept in student file.
- 8) If the student has exceeded the 80% attendance threshold for the study period, Principal will advise the student of its intention to report the student for breach of visa condition, and that he/she has 20 working days in which to access the School's internal complaints and appeals process.
- 9) The School (PEO) will notify DET via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
  - i) the student does not access the complaints and appeals process within 20 days
  - ii) withdraws from the complaints and appeals process
  - iii) the complaints and appeals process results in a decision for the school.
- 10) Students will not be reported for failing to meet the 80% threshold where:
  - i) the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate, and
  - ii) has not fallen below 70% attendance.
- 11) If a student is assessed as having nearly reached the threshold for 70% attendance, the Director Curriculum will assess whether a suspension of

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studies is in the interests of the student as per Fountain College's Deferment, Suspension and Cancellation Policy.

- 13) If the student does not obtain a suspension of studies under the Fountain College's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will apply.
- 14) The student and parent/guardian have the right to access the School's complaints and appeals process within 20 working days.

### Stage 5: Supporting Procedures

This section contains procedural information on the identification, intervention and support strategies for students who are at risk or who have not met satisfactory course progress.

1. Early intervention at any stage during the term. Identification strategies include:
  - Attendance reports through the College's student attendance database;
  - FOUNTAIN teaching staff referrals regarding a student's progress, attendance or assignment submission;
  - Circumstances relating to student welfare, for example, contacting missing students through email, telephone, home visit or agent contact.

Students are interviewed by the Team Leader. The Student's academic record and attendance are reviewed, cause of unsatisfactory progress explored and intervention, mandatory or support strategies implemented. The following minimum mandatory conditions will be implemented:

- Attendance and assignment submission requirements;
  - Satisfactory course progress criteria and consequences of continued unsatisfactory course progress;
  - Personal or academic issues (new or continuing) impacting upon student's studies during any term must be discussed immediately with Student Services.
2. The Student Contact Officer assesses the enrolment of each student and identifies students who have not achieved satisfactory course progress. Unsatisfactory course progress comprises of the following criteria:
    - Failing to meet intervention or support strategies as specified by a designated FOUNTAIN College teaching staff member;
    - Failing more than 50 per cent of subjects in the most recent semester; or
    - Inability to complete the course within the expected duration of study as specified on the CoE.
  3. Letter is sent to students who have not, or are at risk of, not meeting satisfactory course progress. Letter will request an appointment with the Student Contact Officer and Principal and finalise the support procedure, mode of support.
  4. Intervention or support strategies are developed at the interview. Students are interviewed by the Student Contact Officer and Principal. The Student's academic record, assignment submission and attendance are reviewed, reasons for

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unsatisfactory progress explored and intervention or support strategies implemented. At a minimum, the following advice and mandatory conditions will be imposed:

- Attendance and assignment submission requirements;
- Satisfactory course progress and consequences of continued unsatisfactory course progress;
- Personal or academic issues (new or continuing) impacting upon student's studies during any term must be discussed immediately with Student Services.
- Support services available to the student at FOUNTAIN College with no additional fees
- Recommendations from the Student Contact Officer:

SL	Item	Provider
1	Orientation on arrival	International Students Officer Director Curriculum Team Leader
2	Advice on school policy relating to their accommodation and welfare	International Students Officer Pastoral Care Coordinator
3	Assistance with and information about their academic progress and attendance	International Students Officer Director Curriculum Team Leader
4	English language and study Assistance	Team Leader, Year Coordinator, International School Officer Director Curriculum
5	Assistance with and Information to assist student meet course requirements, and maintain attendance	Team Leader, Year Coordinator, International School Officer Director Curriculum
6	· Information regarding entry to further study	Team Leader Director Curriculum International Student Officer
7	Ongoing counselling as required in relation to health and personal matters	School Counsellor International Student Officer
8	A designated student officer who will assist the student to adjust to life and study at an Australian Institution, and to help resolve problems	Pastoral Care Coordinator International Student Officer
9	Advice on the School's complaints, and grievance Policy	International Student Officer, Principal Executive Officer Director Curriculum Team Leader
10	Advice on any relevant legal services	International Student Officer
11	Advice on emergency and health services	International Student Officer Office Administrator

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<b>12</b>	Advice on working, their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.	International Student Officer Office Administrator
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5. The Student Contact Officer re-assess the student's progress at the end of the term against criteria listed in Step 1 above.
6. A letter is sent to students who have not achieved satisfactory course progress requesting them to 'show cause' why their enrolment should not be cancelled and reported to DET and Department of Home Affairs. Student claiming extenuating circumstances must provide documentary evidence and reasons why these were not discussed with the Student Contact Officer.
7. The Student Contact Officer considers the written response of each student with unsatisfactory course progress and determines whether the student will be permitted to continue with their studies.
  - Students who are permitted to continue their studies at FOUNTAIN College will have further enrolment conditions stipulated.
  - Students who are not permitted to continue their studies at FOUNTAIN College or who have not responded to the 'show cause' response will be advised in writing of FOUNTAIN College's intention to report the students for not achieving satisfactory course progress and inform that students have 20 working days to access the FOUNTAIN College's complaints and appeals process.
  - The Student Contact Officer determines the outcome of each student's response. Students are formally advised of the outcome in writing.
8. For students who have lodged an appeal, the FOUNTAIN College Management and the Student Contact Officer convenes to consider the appeal. Student advised of outcome in writing within 10 days. If the appeal is granted, student is advised in writing and is permitted to continue his or her studies at FOUNTAIN College. If the appeal is unsuccessful, student is advised in writing. Student is also advised of external appeal avenues.
9. For a student who have chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting FOUNTAIN College, then FOUNTAIN College will notify the Secretary of DEST through PRISMS of the student not achieving satisfactory course progress as soon as practicable.
10. Where a student accesses the external appeals process following an unsuccessful internal appeal, the outcome of external appeal is advised by regulating body. Student permitted to continue studies following successful external appeal.

### **Stage 6: Notification to Report**

1. The college intends to report as the Student's academic record/ assignment submission/attendance are not in satisfactory level.

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2. When a student fails to meet the course requirements in two consecutive study years they will be sent a letter warning them of FOUNTAIN College's intention to report them to the Department of Education and Training for unsatisfactory course progress.
3. The student has 20 working days to access the registered provider's internal complaints and appeals process before Fountain College intends to suspend or cancels the enrolment. Within 20 working days of receipt of notification to report, the student is able to access the Appeals Policy on grounds of:
  - I. failure to record or calculate a student's marks accurately
  - II. failing to implement its intervention strategy and other policies according to FOUNTAIN College's documented policies and procedures that have been made available to the student
4. The College may decide not to report an overseas student for falling below 80% attendance if the student is still attending at least 70% of the scheduled course contact hours and provides genuine evidence of compassionate or compelling circumstances.
5. The college will report unsatisfactory course progress and course attendance via PRISMS in the following conditions:
  - I. If the internal and external complaints process has been completed and the decisions/ recommendation supports
  - II. If the student has chosen not to access the internal complaint process within 20 working days.
  - III. If the student has chosen not to access the external complaint-appeal process.
  - IV. The overseas student withdraws from the internal or external appeals process by notifying the college in writing
6. Fountain college will not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration Unless:
  - I. There are compassionate or compelling circumstances assessed by the PEO on the demonstrable evidences such as medical certificates
  - II. Fountain college has decided for intervention process for the overseas students due to the overseas student is at risk of not meeting course progress requirements
  - III. An approved deferral or suspension of the overseas student's enrolment has occurred during the course period mentioned in CoE.
7. Students and Guardians will be advised to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa by the College due to the extension of the student's enrolment.

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