



Monitoring Course Progress Policy and Procedures

Scope

This policy is applicable to Holmes Institute Pty Ltd (Holmes) Higher Education courses.

Purpose

Holmes is committed to providing all students maximum opportunity to develop and demonstrate the competence required to achieve their educational aspirations. The purpose of this Policy is to provide information on the:

- rules for meeting course progress requirements under the ESOS Act 2000 and National Code 2018.
- identification of students who are, or are 'at risk' of, failing to meet course progress requirements
- intervention strategies to ensure that students have access to appropriate support mechanisms
- processes relating to the exclusion of students who fail to meet satisfactory course progress requirements.

Policy Statements

- Holmes students are advised of their responsibilities to meet their visa requirements prior to enrolment, at Orientation and in the Student Handbooks.
- All students are encouraged to make use of Holmes support services to enhance the outcomes of their studies.
- Holmes regularly monitors all enrolled students' course progress to assist:
 - o students to meet their study goals, and
 - o international students to satisfy relevant conditions in their student visas, such as maintaining satisfactory course progress and completing their studies within the expected duration set out in their Confirmation of Enrolment (CoE).
- Holmes will maintain accurate and systematic records of academic progress.
- In implementing this Policy, the monitoring interval will be a study period. The length of each study period depends on the course the student is enrolled in and are specified below:

Study Periods:

H.Ed courses: One semester

- All students are expected to successfully complete at least 50% of units studied in a study period.
- Holmes will initiate an intervention process for students identified as making unsatisfactory course progress.
- The intervention process is undertaken to support students to better engage with their studies so as to improve their academic progress.
- Holmes may cancel a student's Confirmation of Enrolment (CoE) and report a student for making unsatisfactory course progress to the Australian Government via PRISMS if:

- o the student fails to engage with the Intervention process or to follow Holmes' Intervention Strategy, **and**
- o continues to fail to maintain satisfactory course progress in a subsequent study period.
- Holmes will only cancel a student's CoE and report a student for unsatisfactory course progress in PRISMS if:
 - o the internal and external complaints processes have been completed and the decision or recommendation supports Holmes; or
 - o the student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
 - o the student has chosen not to access the external complaints and appeals process, or
 - o the student withdraws from the internal or external appeals processes by notifying Holmes in writing.

Procedural Statements

Monitoring Course progress requirements

- At the end of each study period, students who have failed to meet course requirements, by failing more than 50% of the units they were enrolled in will be identified for intervention.
- The intervention process will be initiated by:
 - o Written notification to each student identified as 'at risk', inviting them to meet with the Program/ Academic Manager or relevant designated staff to develop a formal strategy and/ or referral to support services provided by Holmes. This Intervention Strategy aims to ensure the student's future academic success.
 - o In the case of student under the age of 18, the Intervention Strategy letter is also sent to the student's parent and care provider.
- An Intervention Strategy may include:
 - o Access to academic support
 - o Discussion of the student's suitability in studying a particular course
 - o Agreement on revised study plan
 - o Referral to personal guidance counsellors (internal or external)
 - o Ongoing monitoring of the student, e.g. compulsory meetings with staff member/s
 - o A recommendation that a period of deferment or temporary suspension of studies be taken
 - o Any other support mechanisms that Holmes and the student reasonably determine.
- The Intervention Strategy will outline information regarding implications of ongoing unsatisfactory course progress, and Holmes' complaints and appeals process – in case the student wishes to appeal the necessity for intervention.
- All discussions and activities with students relating to the intervention process must be recorded in the student management system and the individual student's records. This includes referrals to internal and external support services and any formal letters or copies of Intervention Strategies.

Ongoing unsatisfactory course progress

- Where a student fails to maintain satisfactory course progress after an Intervention Strategy is implemented or where a student fails to participate in the Intervention process, or where they do not successfully complete at least 50% of units studied in the subsequent study period then an Intention to Report Notification (ITR) will be sent to the student (and to their welfare provider in the case of a student under 18) notifying them that they are to be reported to the relevant Government Department via PRISMS.
 - o The student will be advised they have 20 working days to access Holmes' complaints and appeal process.
- Possible outcomes of appeals process include:
 - o Appeal upheld, because:
 - a) there was an administrative error made in calculation and the student has made satisfactory

- progress. In this case, no further action will be taken.
 - b) there are compassionate or compelling reasons for lack of progress. Intervention strategy to be implemented to support student.
 - o Appeal dismissed, in this case the student is reported for failing to meet course progress via PRISMS.
- All documentation relating to appeals must be filed in the student's records.

Monitoring Completion within expected duration

Higher Education students are obliged to enrol in a full time study load of 4 units in each compulsory study period in order to ensure that students are in a position to complete the course within the expected duration as specified on the student's CoE.

Extending CoE Duration

When it is evident that a student will not complete their course in the expected duration specified in their CoE, Holmes may take steps to issue a new CoE where it is clear the student will not complete the course as a result of:

- Evidenced compassionate and compelling circumstances. These are generally beyond the control of the student and have an impact on the student's course progress or wellbeing. These could include but are not limited to:
 - o Serious Illness or injury;
 - o Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
 - o Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - o 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 student.
- Having Holmes' intervention strategy implemented.
- Taken an approved deferment or suspension of study.
- Having failed occasional units but not sufficient to be identified by Holmes' intervention process.
- Holmes being unable to offer a pre-requisite unit, or the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
- Where Holmes decides to extend the duration of the student's study, Holmes will report via PRISMS within 14 days and/or issue a new COE if required.

Note: If Holmes extends the duration of the student's enrolment, affected students are encouraged to contact the Department of Home Affairs (DHA) to seek advice on any potential impact on their visa. More information about the Student visa (subclass 500) is available on the Department of Home Affairs website ([https://www.homeaffairs.gov.au/Trav/Visa- 1/500-](https://www.homeaffairs.gov.au/Trav/Visa-1/500-)).

Refusal to Extend Duration

- When it is evident that a student will not complete their course in the expected duration and the above conditions are not met, Holmes may issue an Intention to Report Notice (ITR).
- If the student does not appeal the ITR in 20 working days from the date of the notice or where the student's appeal is unsuccessful, the student's COE will be cancelled.

Course Duration Administration

- Where a student is applying for an extension to the duration of the course, relevant documentation must be presented to the Campus Director for approval and placed on the student's e-file.

Miscellaneous: Online courses

- Holmes' does not provide distance education or online learning. If at any time Holmes' provides online

education opportunities, this will be supplementary to the normal program study expectations and will not exceed 33.3% of the normal program.

Related Policy documents

- Student Support Policy
- Complaints and Appeals Policy and Procedures
- Management of U18 International Students Policy and Procedures
- Deferral, Suspension and Cancellation Policy and Procedures

Version Control and accountable officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Responsible Officer	Academic Registrar			
Implementation Officers	Academic/ Program Managers and Campus Directors			
Review Date	June 2022			
Approved by				
Administrative change by the Director under a delegation from the Academic Board (Policy Framework Procedures)				
Version	Authored/ Revised by	Brief Description of the changes	Date Approved	Effective Date
2	Dean (Governance & Accreditation)	Revised Policy (adapted from retired Policy Manual)	23 May 2018	27 May 2018
2.1	Dean (Governance & Accreditation)	<ul style="list-style-type: none"> • Administrative changes made to better reflect Holmes practice. 	16 May 2019	30 May 2019