

# Satisfactory Course Progress Policy

## 1. Purpose

MIBT is committed to maintaining the highest standards in student academic performance, integrity of its courses and its academic standard. MIBT is also committed to offering early opportunity to students who require additional assistance to facilitate the achievement of their academic aspirations. Early intervention strategies adopted by MIBT include orientation, transition and information programs, monitoring of attendance, referrals from academic staff and timely information dissemination to students.

This policy establishes the definition, criteria and processes used to determine satisfactory course progress. It outlines the intervention strategies implemented by MIBT to ensure that students who have not achieved, or are at risk of not achieving, satisfactory course progress are provided with appropriate and adequate support in a consistent, reliable and equitable process.

This policy also ensures that the academic progress of MIBT's overseas students is managed in accordance with the requirements of the ESOS Act 2000 and the National Code 2007, specifically Standards 9 and 10.

## 2. Scope

This policy applies to all MIBT students. The Academic Progress Committee (APC) is responsible for the implementation of this policy and the identification of students deemed not to be meeting the satisfactory academic progress requirement. The Manager Student Services is responsible for the implementation of the intervention strategies.

## 3. Definitions

Key Term or Acronym	Definition
APC	Academic Progress Committee. A committee established to review the academic progress of each student, identifying students at risk of not meeting the academic requirements of MIBT.
CoE	Confirmation of Enrolment. A document registered with DEEWR and DIAC to confirm a student's acceptance into a course for a specified duration.
Course	A program of instruction.
Course Progress	The measure of advancement within a course towards its completion.
DEEWR	Department of Education, Employment and Workplace Relations. The Australian Federal Government's administrative division for policy and program development on education, science, training and administration of the ESOS legislation.
DIAC	Department of Immigration and Citizenship. The Australian Federal Government's administrative division on all immigration and visa matters.

ESOS Act 2000	The Education Services for Overseas Students Act. This Act regulates the delivery of education services to overseas students.
Exclusion	Cancellation of enrolment by MIBT. For international students, this also results in reporting this cancellation to DEEWR and DIAC.
myMIBT Portal	Student portal for access to academic and administrative services, including communication with staff.
National Code 2007	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Nationally consistent standards and procedures for providers who deliver international educational services.
Overseas Student	Defined as a student who is not an Australian or New Zealand citizen or holder of a permanent residency visa.
PRISMS	Provider Registration and International Student Management System. A database developed jointly by DEEWR and DIAC for the purposes of administering the ESOS Act.
Trimester	A defined and formal period of study of 13 weeks. MIBT runs three formal trimesters annually.
Unit	A component of study within a course. Also referred to as a subject.

## 4. Policy Statement

### 4.1 Stage 1: Satisfactory Course Progress Requirement

At the end of each trimester, the academic progress of all students is reviewed and assessed by the APC. The APC 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 trimester.

Satisfactory course progress consists of the following criteria:

- 4.1.1 Obtaining a final grade of 'Pass' or higher in more than 50 per cent of units undertaken by the student;
- 4.1.2 Completing mandatory directions as specified by a designated MIBT staff member and formalised through the *Student Progress Assistance Program Contract*; and
- 4.1.3 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.*

### 4.2 Stage 2: Identification and Intervention Strategies

Students identified by the APC 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 Student Services. MIBT will send a reminder email during the trimester to students who have not participated at this interview however, it is the responsibility of the student to ensure their participation at this interview. Students may be prevented from re-enrolling in the following trimester until this interview has been undertaken.

At this 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, mandatory and support strategies will be developed and specified at the interview. Strategies for assisting students will include, but will not be limited to:

- Academic Support classes;
- Study groups or study clubs;
- Individual case management, academic and/or personal;
- Counselling or other professional support services;
- Mentoring;
- Additional English support;
- Reduction in course load;
- Any other strategy specific to the needs of a student.

Intervention, mandatory or support strategies may be developed in conjunction with the Academic Director or the Deputy Academic Director.

The intervention, mandatory or support strategies will be formalised by a signed contract between the student and Student Services or a nominated MIBT staff member. This contract will be kept on the student's file and notes of the interview will be recorded electronically. A copy of the signed contract and this policy will be given to the student.

Intervention, mandatory or support strategies may be imposed at any stage in the trimester if the student is identified as being at risk of not meeting satisfactory course progress. For instance, non-attendance or non-assignment submission.

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, MIBT will extend the student's enrolment only when intervention, mandatory or support strategies have been imposed in accordance with this policy.

#### **4.3 Stage 3: APC Reassessment**

At the end of the trimester, the APC will assess the student's progress against criteria listed in 4.1.1, 4.1.2 and 4.1.3. Any student who has not achieved satisfactory course progress will be sent a letter through myMIBT portal and by post requesting them to 'show cause' why they should not be excluded from the course and reported to the Secretary of the Department of Education, Science and Technology (DEEWR) through the Provider Registration and International Student Management System (PRISMS) for unsatisfactory course progress (applicable to overseas students). This action will notify the Department of Immigration and Citizenship (DIAC).

The 'show cause' letter will request a response in writing from the student to the APC within a specified time. Original or certified copies of supporting documents will also need to be provided to support any claim of compassionate or compelling circumstances. The APC may also request the student to present at an interview if it requires further information or clarification.

The APC will consider any compassionate or compelling circumstances including evidence of 'self-help' and whether conditions of the contract were met by the student. A decision will be advised in writing, through myMIBT portal and by post.

If the APC determines that the student may continue with their study at MIBT, further conditions may be stipulated. The student's enrolment will be reviewed again at the end of the next trimester.

#### **4.4 Stage 4: Exclusion**

If the APC determines that the student has not achieved satisfactory course progress against criteria listed in 4.1.1, 4.1.2 and 4.1.3 of this policy, a letter will be posted to the student advising of MIBT's intention to exclude the student. For overseas students, this will ensue in reporting to DEEWR and DIAC for not achieving satisfactory course progress.

The written notice will also advise the student of their entitlement to an internal appeal by the MIBT Appeals Committee within 20 working days. A copy of this letter will be kept on the student's file. The appeal must be submitted via the Compliance Manager. There is no fee in accessing the MIBT internal appeals process. MIBT will not cancel a student's enrolment whilst the appeal is in progress.

The MIBT Appeals Committee will consider the appeal and advise of the outcome in writing within 10 working days of receipt of the student's appeal. Students will also be given the option to access an external appeals process if their internal appeal is unsuccessful, as per the *MIBT Grievance Procedures Relating to Academic Matters* policy. Details of the external appeals body will be advised in writing. Students will be required to advise MIBT in writing within 10 working days if they will be submitting an external appeal. MIBT will maintain the student's enrolment until the outcome of the external appeal is determined.

If the student chooses not to access the appeal by the 20<sup>th</sup> working day, MIBT will proceed with the exclusion. For overseas students, MIBT will notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress. This action will also alert DIAC.

A student whose enrolment has been cancelled under this policy may re-apply for admission at MIBT after one year.

#### 4.5 Academic Penalties

- 4.5.1 Students who withdraw from any units before the end of week 4 of a trimester will not incur any academic penalties.
- 4.5.2 Withdrawals from any units between weeks 5 and 8 of a trimester will incur a grade of W (withdrawn). This grade does not incur any academic penalties.
- 4.5.3 Withdrawals from any units between weeks 9 and 13 of a trimester will incur a grade of WF (withdrawn fail). This grade will incur an academic penalty and the student's course progress will be assessed at the end of the trimester by the APC against criteria listed in 4.1.1, 4.1.2 and 4.1.3 of this policy.

### 5. Supporting Procedures

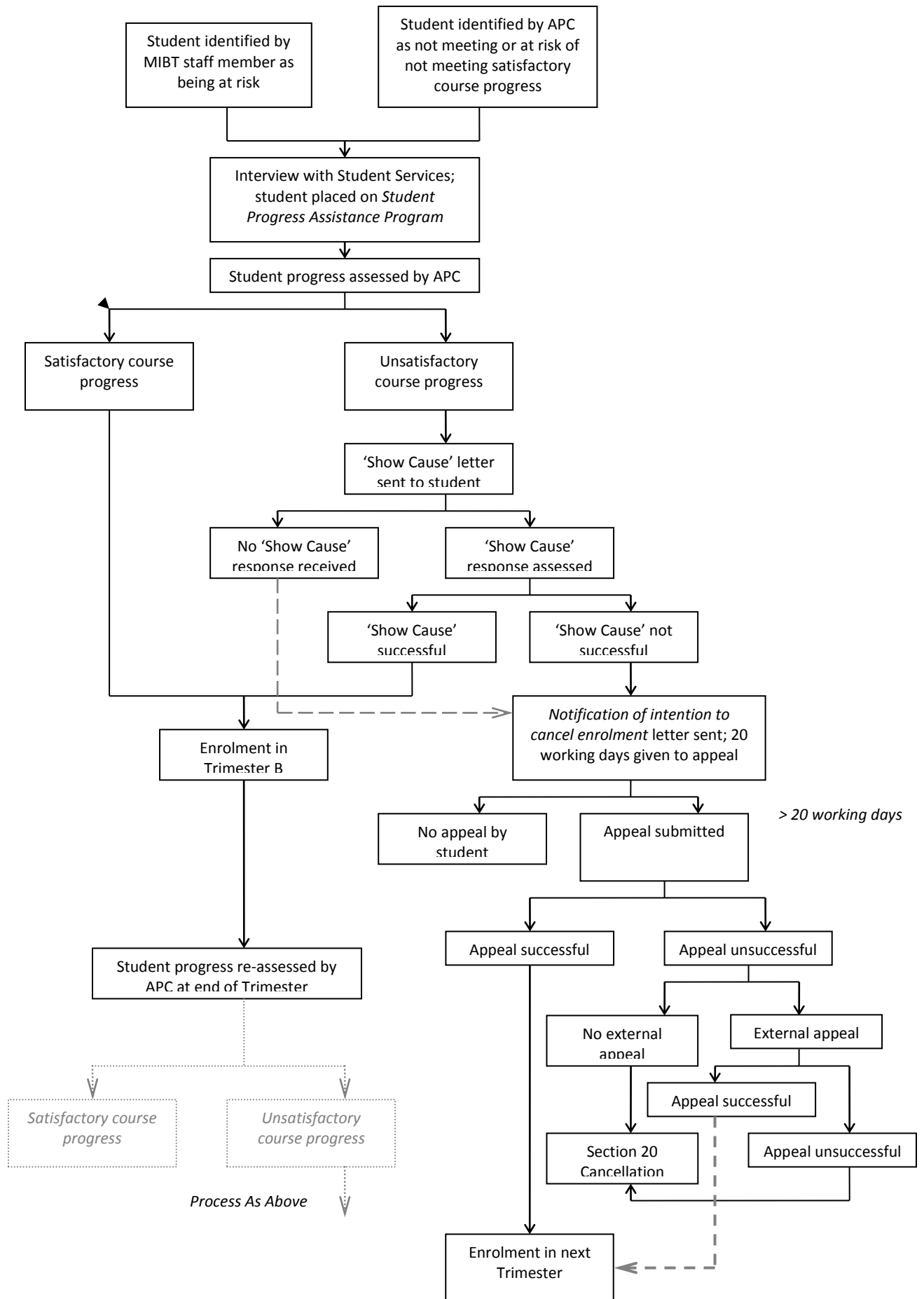
This section contains procedural information on the identification, intervention and support strategies for students who are at risk or who have not met satisfactory course progress.

Steps	Notes
1. Early intervention at any stage during the trimester.	<p>Identification strategies include:</p> <ul style="list-style-type: none"> <li>▪ Attendance reports through the Institute's student database;</li> <li>▪ Academic staff referrals regarding a student's progress, attendance or assignment submission;</li> <li>▪ Circumstances relating to student welfare, for example, contacting missing students through email, telephone, home visit or agent contact.</li> </ul> <p>Students are interviewed by Student Services. The Student's academic record and attendance are reviewed, cause of unsatisfactory course progress explored and intervention, mandatory or support</p>

Steps	Notes
	<p>strategies implemented.</p> <p>The following minimum mandatory conditions will be implemented:</p> <ul style="list-style-type: none"> <li>▪ Attendance and assignment submission requirements;</li> <li>▪ Satisfactory course progress criteria and consequences of continued unsatisfactory course progress;</li> <li>▪ Personal or academic issues (new or continuing) impacting upon student's studies during any trimester must be discussed immediately with Student Services.</li> <li>▪ Support services available to the student at MIBT and Deakin University.</li> </ul> <p>This is formalised by a signed <i>Student Progress Assistance Contract</i>.</p> <p>A copy of the signed contract between the student and the MIBT staff member will be given to the student with a copy of the <i>Satisfactory Course Progress</i> policy. The contract will be kept in the student's file.</p> <p>The date and notes of the interview will be recorded electronically.</p>
<p>2. MIBT APC assesses the enrolment of each student and identifies students who have not achieved satisfactory course progress.</p>	<p>Satisfactory course progress comprises of the following criteria:</p> <p>2.1 Failing to meet intervention, mandatory or support strategies as specified by a designated MIBT staff member;</p> <p>2.2 Failing more than 50 per cent of units in the most recent semester; or</p> <p>2.3 Inability to complete the course within the expected duration of study as specified on the CoE.</p>
<p>3. Letter is sent to students who have not, or are at risk of, not meeting satisfactory course progress.</p>	<p>Actioned by the APC Executive.</p>

Steps	Notes
Letter will request an appointment with Student Services or a nominated staff member.	Student Services will follow up on any student who has not made an appointment.
4. Intervention, mandatory or support strategies are developed at the interview through the <i>Student Progress Support Program</i> . This is formalised by a signed contract between the student and Student Services.	<p>Actioned by Student Services or nominated MIBT staff member.</p> <p>Students are interviewed at Student Services. The Student's academic record, assignment submission and attendance are reviewed, reasons for unsatisfactory progress explored and intervention, mandatory or support strategies implemented.</p> <p>At a minimum, the following advice and mandatory conditions will be imposed:</p> <ul style="list-style-type: none"> <li>▪ Attendance and assignment submission requirements;</li> <li>▪ Satisfactory course progress and consequences of continued unsatisfactory course progress;</li> <li>▪ Personal or academic issues (new or continuing) impacting upon student's studies during any trimester must be discussed immediately with Student Services.</li> <li>▪ Support services available to the student at MIBT and Deakin University.</li> <li>▪ Outcomes or recommendations from APC.</li> </ul> <p>The mandatory conditions will be formalised through the <i>Student Progress Assistance Contract</i>.</p> <p>A copy of the signed contract between the student and the MIBT staff member will be given to the student and a copy of this policy. The contract will be kept in the student's file.</p> <p>The date and notes of the interview will be recorded electronically in the MIBT student database.</p>
5. The APC reassess the student's progress at the	Actioned by the APC.

Steps	Notes
end of the trimester 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 DEEWR and DIAC.	Actioned by the APC Executive.  Student claiming extenuating circumstances must provide documentary evidence and reasons why these were not discussed with Student Services, as a condition of their <i>Student Progress Assistance Contract</i> .
7. APC considers the written response of each student with unsatisfactory course progress and determines whether the student will be permitted to continue with their studies.  7.1. Students who are permitted to continue their studies at MIBT will have further enrolment conditions stipulated.  7.2. Students not permitted to continue their studies at MIBT or who have not responded to the 'show cause' response will be advised of MIBT's intention to report the student for not achieving satisfactory course progress. Students will be given 20 working days to access the MIBT Appeals Committee.	APC determines the outcome of each student's response.  Students are formally advised of the outcome in writing. This is actioned by the APC Executive.  Appeal submitted via the Compliance Manager.
8. Section 20 cancellation issued after the 20 <sup>th</sup> day for students who have not appealed.	Actioned by the MIBT Compliance Manager.
9. For students who have lodged an appeal, the MIBT Appeals Committee convenes to consider the appeal.	Student advised of outcome in writing within 10 working days. Actioned by the MIBT Compliance Manager.  If the appeal is granted, student is advised in writing and is permitted to continue his or her studies at MIBT.  If the appeal is unsuccessful, student is advised in writing. Student is also advised of external appeal avenues.
10. Where a student accesses the external appeals process following an unsuccessful internal appeal, the outcome of external appeal is advised by regulating body.	Section 20 cancellation issued following unsuccessful appeal. Actioned by the MIBT Compliance Manager; or  Student permitted to continue studies following successful external appeal.



<b>Policy Title</b>	Satisfactory Course Progress Policy	
<b>Policy Owners</b>	Compliance Manager	
<b>Contact Persons</b>	Stase Kaintatsis	
<b>Key Stakeholders</b>	All Students at MIBT; Student Services; Academic Services	
<b>Approval Body</b>	MIBT Academic Board of Studies	<b>Agenda item and meeting date approved</b> 4.3; 21 April 2009
<b>Relevant Legislation</b>	ESOS Act National Code 2007 (Standard 13)	2000;
<b>Related Policies</b>	Attendance Grievance Procedures Relating to Academic Matters	Policy
<b>Related Guidelines</b>	<b>[Related Guidelines]</b>	
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