

## Academic Course Progress and Completion Policy (Offshore)

APPROVALS AND REVIEW	
Policy Title	Academic Course Progress and Completion Policy (Offshore)
Policy Owner:	Dean of Studies
Policy ID	PO/EDUC/V1/01/16
Effective Date:	5 November 2015
Review Date:	5 November 2020
Superseded documents	SILC-Insearch Course Progress, Completion and Early Intervention Policy PO/ACAD/12/10
Publication	Student Extranet and Insearch
<b>Endorsed by Academic Board</b>	<b>5 November 2015</b>

### POLICY INTENT

The purpose of this policy is to ensure that;

1. Students enrolled in INSEARCH Academic courses delivered by offshore third party providers demonstrate that they are progressing in their course in order to be permitted to re-enrol.
2. INSEARCH monitors offshore students' course progress and implements intervention strategies to assist students at risk of failing to meet academic course progress requirements.

### SCOPE

This policy applies to all students enrolled in INSEARCH academic courses delivered through offshore third party provider.

This policy also applies to all staff involved in the management and reporting on academic progress of offshore Diploma students'.

### DEFINITIONS

Academic Caution (CAU)	When students are permitted to re-enrol, but must meet specific conditions as set out in the INSEARCH Academic Caution Notice and Agreement to improve their academic performance.
Academic Student	Student enrolled in any INSEARCH Diploma or UTS Foundation Studies program offered by an INSEARCH offshore third party provider.
'At risk'	Students who fail an assessment and who are at risk of not meeting INSEARCH academic course progress requirements.

'At high risk'	Students who are at risk of being excluded due to not meeting INSEARCH academic course progress requirements.
Census Date	The particular date determined by INSEARCH to be the last date to withdraw from an enrolled unit without incurring academic penalty.
Compassionate or compelling circumstances	<p>'Compassionate or compelling circumstances' are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• serious illness or injury, where a medical certificate states that the student was unable to attend classes</li> <li>• bereavement of close family members such as parents or grandparents</li> <li>• major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or</li> <li>• a traumatic experience which could include: <ul style="list-style-type: none"> <li>· involvement in, or witnessing of a serious accident; and</li> <li>· witnessing or being the victim of a serious crime.</li> </ul> and this has impacted on the student (these cases should be supported by police or psychologists' reports)</li> <li>• Any other circumstance would require evidence to be considered as compassionate or compelling.</li> </ul>
Counsel to Withdraw (CTW)	Excluded from an INSEARCH academic course and not permitted to re-enrol.
Course	The term <i>Course</i> is used throughout this document to refer to INSEARCH Diploma courses.
Excluded/Exclusion	Students who are excluded are not permitted to re-enrol in any INSEARCH course.
Intervention	Process for supporting students who, because of poor results, are identified as being at risk of failing to make satisfactory academic progress.
Medical certificate	A certificate issued by a registered medical provider such as hospitals, doctors, dentists (Emergency appointments only), psychiatrists and psychologists. INSEARCH does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc. The medical certificate must be original and must state the provider number.
Offshore third party provider	Is a Higher Education or ELICOS provider who has a third party or partner arrangement with Insearch limited to deliver Insearch educational programs.

Program	See <i>Course</i> .
Student Feedback Process	The system that allows for assessment by teachers. The system also provides a platform for students to receive assessment grades and feedback and provides communication to Academic Advisers regarding student progress.
Special Consideration	The term used when a student who is experiencing (or anticipates that he or she will experience) significant difficulty in meeting assessment requirements due to serious illness or psychological condition, loss or bereavement, hardship or trauma. The student applies to have those factors considered in the determination of variation to assessment requirements or other special arrangements for learning and assessment.
Special Needs	Students that have special needs in terms of learning as a result of disability (physical or mental) or illness.
Support person	Friend or relative
Study Period	One semester in a Diploma course.
Teacher	Includes any academic tutor, lecturer or subject coordinator
Testamur	A testamur is the official document of INSEARCH that attests to a particular person having satisfied requirements for particular award of INSEARCH.

## **POLICY PRINCIPLES**

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1. All students are treated fairly and openly.
2. INSEARCH aims to maintain student confidentiality and privacy except as required by law.
3. Appropriate information will be made available to students identified as at risk of not achieving satisfactory course progress.
4. Learning and other support will be made available to students at risk of not achieving satisfactory course progress.
5. Equity, consistency, transparency are observed.

## **POLICY STATEMENTS**

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### **1. UNSATISFACTORY ACADEMIC PROGRESS**

- 1.1 INSEARCH requires that students maintain satisfactory academic progress in their course.
- 1.2 Unsatisfactory academic progress is defined by:
  - a. Failing fifty per cent (50%) or more of subjects attempted in any study period;
  - b. Failing a subject more than twice;
  - c. Having more than five (5) fail results on their entire record.
- 1.3 In order to demonstrate good academic progress, INSEARCH also expects a minimum of eighty percent (80%) attendance at all scheduled classes unless under conditions of special consideration.
- 1.4 Students enrolled in INSEARCH courses offered by offshore third party providers must also meet specific progression requirements as outlined by the partner organisation and agreed to by INSEARCH.

### **2. MONITOR ACADEMIC PROGRESS**

- 2.1 INSEARCH assesses, monitors, and records students' academic results on completion of each subject or at the end point of each study period, at the minimum.
- 2.2 Teachers discuss any concerns with students and offer assistance as they arise to help prevent students falling behind in their academic course progress.
- 2.3 Teachers continue to monitor the progress of students and report any concerns to the Academic Adviser as required.
- 2.4 INSEARCH and the offshore third party providers institution, monitors and records students academic progress on completion of each study period.
- 2.5 Students are notified in writing as soon as it is identified they are '**at risk**' (via the student feedback process) of not achieving satisfactory academic progress.
- 2.6 The first warning will be given after failing a first assessment. Students will be required to meet with the Academic Adviser to discuss what action/intervention strategies are to be taken.

### **3. INTERVENTION STRATEGIES**

- 3.1 Intervention strategies are tailored to meet each student's individual needs.
- 3.2 Intervention/Strategies may include but are not limited to:
  - Regular meetings with the Academic Advisers for study assistance;
  - Support with implementing effective study strategies and time management skills;
  - Granting of special consideration in circumstances of serious illness or misadventure, which has affected the student's ability to submit or sit for assessments;
  - Adding the student to the Special Needs Register and drafting of Special Needs Plan if student's needs comply with Special Needs Procedure;
  - Accessing learning support at the offshore partner institution;
  - Reducing course load (if before census date academic students can be advised to drop subjects);

- Accessing counseling support;
- Referring to any other support services if and when required;
- A combination of the above and a reduction/increase in course load depending on intervention strategy.

3.3 Should students continue to not meet satisfactory academic course progress they will be notified in writing as soon as it is identified they are 'at high risk' of not achieving satisfactory course progress (this will be based on the INSEARCH course progress requirements listed above and outlined in a second written warning). This written warning may be issued at the completion of the first period of study. Students will be required to meet with the Academic Adviser to discuss further intervention strategies to be taken.

3.4 Students who fail to meet course progress requirements in their first semester will also be placed on Academic Caution and will be required to meet the conditions as set out in the *Academic Caution Notice and Agreement* to improve their academic performance.

#### **4. COUNSEL TO WITHDRAW**

4.1 Students who are identified as having unsatisfactory course progress over two consecutive study periods will be counselled to withdraw from INSEARCH.

4.2 Students in this instance will be issued with a Counsel to Withdraw letter for not making academic course progress. They have 20 working days to access the INSEARCH/offshore institution's appeal process.

4.3 Students may also be excluded if they fail to meet specific progression requirements as outlined by the offshore partner and agreed to by INSEARCH.

4.4 All records will be kept on student files.

#### **5. COURSE COMPLETION**

5.1 To complete a course and receive an award, a student must have:

- a. been enrolled in a course that leads to the award; and
- b. successfully completed the requirements of the course in which they are enrolled.

5.2 Academic Board shall approve those students who have satisfied the course requirements and are deemed to have completed the course and are eligible to have their award conferred.

5.3 The Registrar may determine that a student who has successfully completed course requirements is not eligible to have their award conferred in particular circumstances including but not limited to:

- a. where proceedings relevant to the student are pending or have commenced in accordance with the provisions of the Academic Misconduct Policy or Non-Academic Misconduct Policy; or
- b. where the student has not discharged all of his or her financial obligations to INSEARCH/offshore third party provider institution; or
- c. where the student has not returned all borrowed library books, INSEARCH equipment and/or materials.

## 6. CONFERRAL OF AWARD AND STATEMENT OF COMPLETION

6.1 Awards are conferred by a resolution of the Academic Board.

### 6.2 Posthumous Award/Statement of Completion

Where, as a result of death or permanent incapacity, a student fails to complete the course requirements, but has completed a substantial proportion of them, the Academic Board may approve that the student be deemed to have completed the requirements of a course. Such approval would normally be made within two (2) years of the student's last enrolled teaching period and must be supported by relevant documentary evidence.

### 6.3 Rescission of Award/Statement of Completion

In exceptional circumstances, INSEARCH may rescind the conferral of an award, including but not limited to situations where:

- a. significant fraudulent or deceitful activities have been identified and proven subsequent to the conferral of the award and which, had they been known at the time of conferral of the award, would have led to a decision not to confer the award; or
- b. an administrative error has resulted in incorrect conferral of an award.

### 6.4 Award Nomenclature

Award nomenclature, including abbreviations, shall be in accordance with official award nomenclature for the course, as approved by the Academic Board and published in official INSEARCH publications.

Graduates are entitled to use the official award nomenclature once the Academic Board has conferred the award.

### 6.5 Testamur

A testamur is a legal document issued under the seal of INSEARCH and is issued in original form only once for each specific award conferred.

Replacement testamur certificates will only be issued on account of a change of name and in a name other than that of the graduate at the time of graduation where a change in the graduate's name has been officially reflected in a change to a birth certificate. A graduate must return the original testamur, provide reasons for the request together with documentary proof of change of name (this may include certified copy of a birth certificate and change of name certificate from the relevant statutory body, for example, the NSW Registry of Births, Deaths and Marriages).

## ROLES AND RESPONSIBILITIES

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- **Dean of Studies** – responsible for overall management and approval of reports, assessing appeals and excluding non-progressing students
  - **Academic Board** – responsible for approving those students who have satisfied the course requirements are deemed to have completed the course and are eligible to have their award conferred. May approve Posthumous Award/Statement of Completion
  - **Associate Dean of Studies** – ensures Academic Handbook and INSEARCH internet has current policy and procedure.
  - **Academic Advisers (or offshore equivalent)** – officer responsible for identifying students at risk, offering learning support to students, recording student sanctions and for giving approval to drop subject/s as per intervention strategy.
  - **Program Managers (or offshore equivalent)** – responsible for working with Academic Advisers to identify academic students failing to progress and determining appropriate
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actions. Ensures students are made aware of course progress policy at orientation. Give approval to add subjects.

- **Teaching Staff** – responsible for marking non-attendance/attendance, grading students' work and entering results via the Student Feedback Process and liaising with Academic Advisers regarding student performance and progress.

### **SUPPORTING DOCUMENTS**

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Academic Course Progress and Completion Procedure (Offshore)  
Assessment Policy  
AQF Qualification Pathway Policy  
Course Equivalent Policy  
Course Progress Warning Letter 1  
Course Progress Warning Letter 2  
Counsel to Withdraw Letter

### **VERSION CONTROL AND CHANGE HISTORY**

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<b>Date</b>	<b>Version</b>	<b>Approved by and resolution no.</b>	<b>Amendment</b>

Signature:



Name: **Dr Rosie Wickert, Chair of Academic Board**

5 November 2015