

## Academic Course Progress and Completion Procedure (Domestic)

### Procedure Statement

This procedure explains the handling of Domestic Academic students' academic course progress (including monitoring progress and counselling students to withdraw for unsatisfactory academic progress) at Insearch and should be read in conjunction with the *Academic Course Progress and Completion Policy (Domestic)*

### SCOPE

This procedure applies to all Domestic students, enrolled in Insearch academic courses (including the UTS Foundation Studies programs which are offered by Insearch on behalf of UTS).

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

This procedure **does not** apply to Insearch international students on current student visas.

### DEFINITIONS

Academic Caution (CAU)	When students are permitted to re-enrol, but must meet specific conditions as set out in the <i>Academic Caution Notice and Agreement</i> to improve their academic performance.
Academic Student	Student enrolled in any Insearch diploma or UTS Foundation Studies program offered by Insearch.
'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 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: involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. and his has impacted on the student (these cases should be supported by police or psychologists' reports)</li> </ul> <p>Any other circumstance would require evidence to be considered as compassionate or compelling.</p>
Counsel to Withdraw (CTW)	Excluded from Insearch and not permitted to re-enrol.
Course	The term "course" is used throughout this document to refer to Insearch Diploma <u>courses</u>
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.
Program	See "Course".
Progressive Assessment Notification (PAN2)	The software system that allows for input of assessment by teachers (ELT) and (Academic). 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 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. 12 teaching weeks
Teacher	Includes any ELT class teacher or level leader, 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.

## STEPS

Action	Description	Responsible
Monitor Progress	Student academic course progress <b>MUST</b> be monitored and assessed on completion of each subject of the course or at the minimum, at the end of each study period. Details are to be kept on the student academic file in student one.	Academic Adviser/ Program Manager
Monitor Progress	At anytime, when a teacher becomes aware of issues or has concerns regarding the student's academic progress they should first speak to the student (ensuring that all communication is recorded in the student's individual file) and then advise the Academic Adviser of these concerns.	Teacher
Monitor Progress	At any time during the study period if a student is identified by their teacher as at 'possible risk of failing', the student will be given a verbal warning and offered counselling and assistance. This must be documented on the students file and advice provided to the Academic Adviser.	Teacher

Action	Description	Responsible
Warning and Intervention	<p>If the student fails an assessment in any subject during a study period, they will be sent an '<i>at risk of not meeting course progress requirements</i>' warning letter, and advice they are required to meet with the Academic Adviser to discuss / action intervention strategies.</p> <p>Students may take a support person to this meeting.</p>	Academic Adviser
Warning and Intervention	Students who fail to meet progress requirements in their first semester will be placed on Academic Caution and will be required to meet the conditions as set out in the <i>Academic Caution Notice and Agreement</i> to improve their academic performance	Academic Adviser
Warning and right to appeal	The warning letters will also advise students that unsatisfactory course progress may lead to them being counselled to withdraw (excluded from Insearch). Students will be told of their rights to appeal such a decision.	Academic Adviser
Intervention strategies	<p>Intervention strategies to be discussed may include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Regular meetings with the Academic Advisers for study assistance</li> <li>• Support with implementing effective study strategies and time management skills</li> <li>• Granting of special consideration in circumstances of serious illness or misadventure, which has affected the student's ability to submit or sit for assessments.</li> <li>• Adding to the special needs register and drafting of special needs plan if student's needs comply with special needs policy</li> <li>• Accessing learning support at Insearch</li> <li>• Reducing course load (if before census date academic students can be advised to drop subjects)</li> <li>• Accessing counseling support</li> <li>• Referring to any other support services if and when required.</li> <li>• A combination of the above and a reduction/increase in course load depending on intervention strategy</li> </ul>	Academic Adviser / Student
Record Keeping	All records/documents must be kept on the student file.	Academic Adviser

Action	Description	Responsible
Counsel to withdraw (CTW)	When a student fails to meet academic course progress requirements over two consecutive compulsory study periods this will be deemed as not making satisfactory academic progress.	Academic Adviser
Send CTW letter	The student will then be provided with a written notice of 'Counsel to withdraw', informing them that they are able to access the Insearch appeals process, and that they have 20 working days in which to do so.	Academic Adviser
Appeal	A student may appeal on the following grounds: <ul style="list-style-type: none"> <li>i. Insearch's failure to record or calculate the student's marks accurately,</li> <li>ii. compassionate or compelling circumstances, or</li> <li>iii. Insearch has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.</li> </ul>	Student
When not to CTW	If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (for example, successfully completed more than 50% of the course requirements over two consecutive study periods) Insearch does not CTW the student, and there is no requirement for intervention.	Academic Adviser
When not to CTW	If a student is identified for a second, but not consecutive study period as not making satisfactory course progress, Insearch <b>does not</b> CTW the student for unsatisfactory course progress.	Academic Adviser
When not to CTW	If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through Insearch's intervention strategy, and Insearch does not CTW the student.	Dean of Studies

**SUPPORTING DOCUMENTS**

- *Academic Course Progress and Completion Policy (Domestic)*
- Course Progress Warning Letter 1
- Course Progress Warning Letter 2
- Counsel to Withdraw Letter

**ADMIN USE ONLY**

APPROVAL	
Signature:	
Name:	<b>Tim Laurence, Dean of Studies</b> <span style="float: right;">Date: 23-Sept-2014</span>
Policy Title:	Academic Course Progress and Completion Procedure (Domestic)
Policy Owner:	Associate Dean of Studies
Policy ID:	PR/EDUC/04/14
Effective Date:	22 September 2014