

Monitoring Course Progress Policy and Procedure – Higher Education

1. Scope

This Policy and Procedure is applicable to prospective and current students of Holmes Institute Pty Ltd (Holmes) Higher Education courses and relevant staff.

2. Purpose

2.1 Holmes is committed to providing all students maximum opportunity to develop and demonstrate the competence required to achieve their educational aspirations, under the regulatory requirements of:

- Higher Education Standards Framework (Threshold Standards) 2021;
- Education Services for Overseas Students Act 2000;
- National Code of Practice for Providers of Education and Training to Overseas Students 2018; and
- Higher Education Support Act 2003.

2.2 The purpose of this Policy and Procedure is to determine rules for:

- a. Identifying students who are, or are 'at risk' of, failing to meet course progress requirements;
- b. Implementing intervention strategies to ensure that students have access to appropriate support mechanisms; and
- c. The processes relating to the exclusion of students who fail to meet satisfactory course progress requirements.

3. Policy Principles

3.1 Holmes international students are advised of their responsibilities to meet their visa requirements prior to enrolment, at Orientation and in the Student Handbook. The domestic FEE-HELP eligible students are provided with the FEE-HELP obligations through this Policy and the other related FEE-HELP policies. These policies are accessible through the Holmes website and the orientation sessions.

3.2 All students are encouraged to make use of Holmes support services to enhance the outcomes of their studies.

3.3 Holmes regularly monitors all enrolled students' course progress to assist:

- a. Students to meet their study goals;
- b. 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); and
- c. Domestic FEE-HELP students to be eligible for the HELP.

3.4 Holmes will maintain accurate and systematic records of academic progress.

- 3.5 In implementing this Policy, the monitoring interval will be a study period. For higher education courses a study period is defined as one trimester.
- 3.6 A full-time load per compulsory trimester is four units of study. The minimum course progression standard for students is a passing grade in at least 50% of the enrolled units. Students who fail to meet the minimum course progression standard in a compulsory trimester will be identified as at risk of making unsatisfactory course progress.
- 3.7 Students who meet the 50% passing grade requirement in a study period, but failed the same unit two times (Multi-Fail) will be also identified as 'at risk' of making unsatisfactory course progress.
- 3.8 Holmes will initiate an intervention process for students identified as 'at risk' of making unsatisfactory course progress.
- 3.9 The intervention process is undertaken to support students to better engage with their studies so as to improve their academic progress.
- 3.10 Holmes may cancel an international student's Confirmation of Enrolment (CoE) and report a student for making unsatisfactory course progress to the Australian Government via PRISMS if:
 - a. The student fails to engage with the Intervention process or to follow Holmes' Intervention Strategy; and
 - b. Continues to fail to maintain satisfactory course progress in a subsequent study period.
- 3.11 Holmes will only cancel an international student's CoE and report a student for unsatisfactory course progress in PRISMS if:
 - a. The internal and external appeal processes have been completed and the decision or recommendation supports Holmes; or
 - b. The student has chosen not to access the internal appeal process within the 20 working day period; or
 - c. The student has chosen not to access the external appeal process; or
 - d. The student withdraws from the internal or external appeals processes by notifying Holmes in writing.
- 3.13 Holmes may cancel a domestic student's enrolment where the student fails to meet the satisfactory course progress and the domestic FEE-HELP eligible students shall meet their obligation of being eligible for FEE-HELP.

4. Procedure Principles

Monitoring Course Progress Requirements

- 4.1 In early weeks of each trimester, students who have not engaged in their studies (i.e. have not accessed the unit information and materials on the Learning Management System Blackboard and/or who have not attempted early formative assessments) will be contacted by Holmes to be directed to the Holmes Support Services to assist them engaging better in the learning activities.
- 4.2 After the release of results for the first assessment the students, who have not attempted the assessment, or who have failed the assessment will be notified and directed to the Holmes Support Services to assist them improve their studies.

- 4.3 After the trimester overall or final results are released, students who have failed to achieve a passing grade for at least 50% of their units of study for that study period, as well as Multi-Fail students will be identified as 'at risk' of not meeting satisfactory course progress and the Holmes intervention process will be applied.
- 4.4 The intervention process will be initiated by:
- a. Written notification to each student identified as 'at risk' requesting them to meet with the Academic Support Officer to discuss and implement the intervention strategy by completing an Academic Probation Contract to address past or present issues impairing the student's progress and/or referral to Support Services provided by Holmes;
 - b. This Intervention Strategy aims to ensure the student's future academic success.
- 4.5 An Intervention Strategy may include:
- a. Access to academic support as outlined in the Academic Probation Contract;
 - b. Discussion of the student's suitability in studying a particular degree course;
 - c. Agreement on a revised study plan;
 - d. Referral to internal or external personal guidance counsellors;
 - e. Ongoing monitoring of the student (such as, for example, compulsory meetings with staff);
 - f. A recommendation that a period of deferral or temporary suspension of studies be taken; or
 - g. Any other support mechanisms that Holmes and the student reasonably determines.
- 4.6 The Intervention Strategy will outline information regarding implications of ongoing unsatisfactory course progress, and Holmes' complaints and appeals process.
- 4.7 Multi-Fail students on the Intervention Strategy may be allowed to attempt the same failed unit for the third time. If a student fails the same unit three times they will be excluded from the course, unless the Course Convenor specifically recommends that the student be allowed to attempt the unit again.
- 4.8 All discussions and activities with students relating to the intervention process must be recorded in the Student Management System and the individual student records. This includes referrals to internal and external support services and any formal letters or copies of Intervention Strategies.

Ongoing Unsatisfactory Course Progress

- 4.8 Where a student fails to participate in the Intervention process, or where they fail to maintain satisfactory course progress after an Intervention Strategy is implemented by not successfully completing at least 50% of units studied in the subsequent study period:
- a. International students will be identified as failing to meet satisfactory course progress and an Intention to Report Notification (ITR) will be sent to the student notifying them that they are to be reported to the relevant Government Department via PRISMS;
 - b. Domestic students will be advised in writing that unless their progression improves, they may be issued with a Notice of Intent to Cancel their enrolment;

and

- c. Domestic FEE-HELP eligible students will be additionally advised of their obligation to pass at least 50% of their enrolled units in order to remain eligible for FEE-HELP. If students do not maintain this pass rate, they are required to pay their tuition fees upfront until their pass rate is at 50% or above before they can use FEE-HELP again.

4.9 The student will be advised they have 20 working days to access Holmes' complaints and appeal process.

4.10 Possible outcomes of appeals process include:

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; or
- b. There are compassionate or compelling reasons for lack of progress. Intervention strategy to be implemented to support student.

Appeal dismissed, in this case the international student is reported for failing to meet course progress via PRISMS, and domestic student's enrolment may be cancelled and recorded in the Student Management System.

Monitoring Completion Within Expected Duration

4.11 Higher Education international 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

4.12 When it is evident that a student will not complete their course in the expected duration specified in their CoE, Holmes' Completion Within Expected Duration of Study Policy and Procedures would apply.

4.13 If Holmes extends the duration of the student's enrolment, Holmes will advise the student to contact immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Refusal to Extend Duration

4.14 When it is evident that a student does not meet any of the compassionate and compelling circumstances, Holmes' Completion Within Expected Duration of Study Policy and Procedures would apply.

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	Dean
Implementation Officers	Dean / Campus Directors
Review Date	April 2026
Approved by	
Academic Board	
Associated Documents	

Assessment Policy and Procedures – Higher Education
 Complaints and Appeals Policy and Procedures
 Completion Within Expected Duration of Study Policy and Procedures
 Privacy Policy and Procedure
 Procedure Manual
 Student Deferral, Suspension and Cancellation Policy and Procedures
 Student Handbook
 Student Support Policy

Version	Brief Description of the changes	Date Approved	Effective Date
2	Revised Policy (adapted from retired Policy Manual)	23 May 2018	27 May 2018
2.1	Administrative changes made to better reflect Holmes practice.	16 May 2019	30 May 2019
2.2	<ul style="list-style-type: none"> • Early intervention process added to the policy • Invalid link replaced with active link • Associated documents updated • CoE extension due to intervention strategy added 	13 May 2020	13 May 2020
2.3	<ul style="list-style-type: none"> • Multi-Fail added as ‘at risk’ 	4 December 2021	4 December 2021
3.0	<ul style="list-style-type: none"> • Included procedure principles for domestic students • Removed Holmes’ administrative procedure from this document and detailed them in Holmes’ Procedure Manual 		
3.1	<ul style="list-style-type: none"> • Study period clarified in Section 3.5 	21/4/2023	21/4/2023