



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 2023.
- 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 individual units and/or 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. Domestic students are required to meet the requirements to maintain a valid enrolment outlined in this policy.
- 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 monitor their progress and maintain a valid enrolment. FEE HELP students who are identified as "At Risk" of not successfully completing a unit of study will be reminded that a FEE HELP debt will be incurred at census date.
- 3.4 Holmes will maintain accurate and systematic records of academic progress.

- 3.5 Students who are at risk of not successfully completing a unit of study will be provided with support to enable them to successfully complete the unit/s.
- 3.6 Students are identified as “At Risk” if they meet any of the following conditions:
- New students who do not complete the Orientation Program
 - New and continuing students who do not log into Blackboard per unit in the first two weeks of the semester
 - New and continuing students who do not submit a first assessment in the semester
 - New and continuing students who fail a first assessment in the semester
 - Continuing students who have failed one or more units in a previous semester
- 3.7 In implementing this Policy, the monitoring interval will be a study period. For higher education courses a study period is defined as one semester.
- 3.8 A full-time load per compulsory trimester is generally 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 and will be placed on Academic Probation.
- 3.9 Students who meet the 50% passing grade requirement in a study period but fail the same unit two times (Multi-Fail) will be placed on Academic Probation.
- 3.10 Holmes will initiate an intervention process for students placed on Academic Probation.
- 3.11 The intervention process is undertaken to support students to better engage with their studies so as to improve their academic progress.
- 3.12 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.
- 3.13 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.
- 3.14 Holmes may cancel a domestic student’s enrolment where the student fails to meet the minimum course progression standard in two consecutive semesters.

4. Procedure Principles

Monitoring Course Progress Requirements – At Risk of Unit Failure

- 4.1 In early weeks of each semester, students are monitored and those “At Risk” of unit failure are identified and provided with support services
- 4.2 Students are identified as “At Risk” if they meet any of the following conditions:
- New students who do not complete the Orientation Program
 - New and continuing students who do not log into Bb per subject in the first two weeks of the semester

- New and continuing students who do not submit first assessment in the semester
- New and continuing students who fail the first assessment in the semester
- Continuing students who have failed one or more subjects in a previous semester

Monitoring Course Progress Requirements – Academic Probation

- 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 placed on Academic Probation and the Holmes intervention process will be applied.
- 4.4 The intervention process will be initiated by:
- Written notification to each Academic Probation student 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;
 - This Intervention Strategy aims to ensure the student's future academic success.
- 4.5 An Intervention Strategy may include:
- Access to academic support as outlined in the Academic Probation Contract;
 - Discussion of the student's suitability in studying a particular degree course;
 - Agreement on a revised study plan;
 - Referral to internal or external personal guidance counsellors;
 - Ongoing monitoring of the student (such as, for example, compulsory meetings with staff);
 - A recommendation that a period of deferral or temporary suspension of studies be taken; or
 - 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

- 4.9 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:
- 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;
 - 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; they will be obliged to participate in a consultation session with the student support staff in order to ensure

the student is aware of the accumulating FEE HELP debt and to provide strategies for successful completion of the course

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

4.11 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

4.12 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

4.13 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.

4.14 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

4.15 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	July 2027
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
2.0	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 April 2023	21 April 2023
3.2	<ul style="list-style-type: none"> • Removal of requirement for domestic students to pass at least 50% of enrolled units in order to maintain eligibility for FEE HELP loan. • Changes in identifying "at risk" and "academic probation" students 	12 July 2024	12 July 2024