

Introduction¹

1. This policy documents Moore College's strategy for monitoring the progress and participation of overseas students. It aims to identify students at risk of not progressing, or participating and proactively notify, counsel and offer them support so that they are assisted to achieve their educational goals.
2. While exercising appropriate pastoral and academic concern for students, this policy is implemented within the bounds of the College's [Information Privacy Policy](#).
3. The College seeks to achieve its mission in a manner consistent with its longstanding values which include: 'Community – loving personal relationships, developed through regular meeting and a common focus, as the proper context for learning about the triune God and his purposes.'
4. Under the Lordship of Jesus Christ one of the College's long term goals is: 'Christian fellowship – to foster Christian fellowship among students, faculty and staff in ways which commend the gospel of Christ and provide a context in which all College activities take place.'
5. It is a conviction of the College 'that, in keeping with the personal nature of Christian truth and the relational nature of our God expressed in his being and his plans to bring to himself a people described in family terms, theology is best learned in a community that is both a Christian family and an academic fellowship. We are therefore committed to:
 - 5.1. The understanding that teaching and learning in the college must be accompanied by appropriate application and modelling of the practice of the Christian life in all its facets. This includes respect and care for one another as brothers and sisters in Christ in all matters of teaching, learning and administration, and
 - 5.2. Exploring and creating opportunities in the context of the learning program to facilitate and express our conviction that theology is best learned as stated above.
6. Accordingly, the policy seeks to identify practical steps to ensure that overseas students benefit from the care inherent in the foregoing context in a way that will enhance their experience and prospects of achieving their desired personal and educational outcomes. It is framed in a manner consistent with weekly participation of all students, including overseas students, in a pastoral care group of around 18 members presided over by a member of Faculty.

Rationale and Scope

7. The revised National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2007) requires Moore College to demonstrate its compliance with the National Code 2007 at the point of CRICOS registration and throughout its CRICOS registration period.
8. Standard 10 of the National Code 2007 requires Moore College to systematically monitor students' course progress. Moore College is to be proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. Moore College must report students under Section 19 of the ESOS Act who have breached the course progress requirements.
9. To comply with this standard Moore College must have a documented Early Intervention Strategy (Strategy), which must be made available to staff and students, and specifies the procedures for identifying and assisting students at risk of not meeting the course progress requirements.
10. The Strategy must specify:
 - 10.1. process for determining the point at which the student has failed to meet satisfactory course progress;
 - 10.2. procedures for contacting and counselling identified students;
 - 10.3. strategies to assist identified students to achieve satisfactory course progress; and
 - 10.4. the process by which the intervention strategy is activated..

¹ This policy is modelled on that of University of New England (see <http://www.une.edu.au/imp/procedures/Early%20Intervention%20Strategy.pdf>)
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11. At a minimum, the intervention strategy must be activated where the student has failed or is deemed not yet competent in 50 percent or more of the units attempted in any study period.
12. Where Moore College has assessed the student as not achieving satisfactory course progress, Moore College must notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice must inform the student that he or she is able to access Moore College's [External Dispute Resolution \(overseas students only\)](#) process as per Standard 8 (complaints and appeals) and that the student has 20 working days in which to do so.
13. Where the student has chosen not to access the [External Dispute Resolution \(overseas students only\)](#) processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting Moore College, Moore College must notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

Monitoring of Participation in the College Community

14. All members of faculty are asked, at least twice per semester, to consciously reflect on participation in the College community and academic progress by overseas students. This is done through a standing agenda item for the meeting of Faculty which takes place on the first day of each academic term.
15. The Advisor to Overseas Students is responsible to ensure that at least twice per semester a member of faculty personally inquires of each overseas student concerning his or her participation in the College community and academic progress.
16. Each overseas student is asked to complete the questionnaire set out in Appendix 1 by the end of the 7th week of each semester. The form is available on the College's on-line Learning Support System (LSS). In Week 7 of each semester at least one automatically generated reminder by email will be sent to each overseas student of the need to complete the questionnaire. Completed forms are to be returned to the Registrar. Within one week of the end of Week 7 of each semester the Advisor to Overseas Students is to review all submitted forms.

Monitoring of Academic Progress

17. Registrar's Department staff when entering assessment item results to the Student Administration System are to report to the Advisor to Overseas Students any overseas student who does not submit an assessment or who receives a mark of 50% or below for any summative assessment. Overseas students are identified to Registrar's Department staff by colour coding on the results entry screen.
18. At the commencement of each study period all lecturers are to be provided with the names of every overseas student. Unit of study lecturers are to report to the Advisor to Overseas Student any overseas student who is not performing satisfactorily in the unit.
19. At the Board of Studies meeting at the end of each study period a check is to be made of the results of each overseas student. Students who have failed two or more units during that academic year are to be considered at risk of not achieving the outcomes of their course and their situation addressed accordingly (see par. 23ff, below).

Contacting and Counselling Identified Overseas Students – Amber Risk Assessment

20. If any item of concern arises from par. 14 to 18 (above) it is to be treated as an 'Amber' risk assessment.
21. In the case of an 'Amber' risk assessment the Advisor to Overseas Students is to ensure that an appropriate member of faculty² counsels the student concerned and that the matter is addressed as follows:
 - 21.1. If the matter relates to participation in the College community suitable strategies are to be developed, in consultation with the chaplaincy group leader concerned, to resolve identified impediments.
 - 21.2. If the student has been identified as not performing adequately in assessment tasks suitable arrangements are to be made to provide the student with additional learning assistance.

² Appropriate members of faculty include the leader of the chaplaincy group of which the student is a member, the Dean of Students, the Academic Dean or the Advisor to Overseas Students.

22. A file note of actions taken in respect to clause 21 is kept on the student file. A copy of the file note is also forwarded to the Advisor to Overseas Students.

Contacting and Counselling Identified Overseas Students – Red Risk Assessment

23. If any item of concern arises from par. 19 (above) it is to be treated as a 'Red' risk assessment.

24. In the case of a 'Red' risk assessment the Advisor to Overseas Students is to ensure that an appropriate member of faculty³ counsels the student concerned and that the matter is addressed as follows:

24.1. Where the student is determined to be at serious risk of not making satisfactory course progress the Academic Dean will advise the student in writing that they are at risk of not making satisfactory course progress. In conjunction with the Advisor to Overseas Students the Academic Dean is to counsel the student, as appropriate to the unit, and arrange suitable additional assistance or transfer to an appropriate alternative course.

24.2. A copy of the written advice to the student is kept on the student file. A copy of the advice is also provided to the Advisor to Overseas Students.

Reporting of Students via PRISMS

25. Where a student has been asked to show cause in writing as to why they ought to be allowed to continue enrolment in their course, and the student does not respond to the request to show cause, or Moore College decides to exclude a student for a nominated period of time or terminate their candidature, Advisor to Overseas Students will notify the student in writing of :

25.1. Moore College's intention to report the student for not achieving satisfactory course progress; and

25.2. their right to access processes under both the [College's Academic Grievance Policy](#) and its [External Dispute Resolution \(overseas students only\)](#) process.

26. If all rights of appeal are exhausted and the College's decision to defer or cancel is upheld, the Registrar notifies the Secretary of DEEWR via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is suspended or cancelled.

Implementation

27. This updated policy was approved by the Board of Studies on 16th April 2010. It is available to students on the College web site under [Fairness Policies](#) and to faculty and staff on the College Intranet under [Fairness Policies](#). The policy is reviewed yearly at the time of self-assessment for compliance with the ESOS [National Code of Practice](#).

Rhonda Barry
Registrar

³ Appropriate members of faculty include the leader of the chaplaincy group of which the student is a member, the Dean of Students, the Academic Dean or the Advisor to Overseas Students.

Appendix 1 – Overseas Student Progress Monitoring Questionnaire

As an overseas student enrolled in a course provided by Moore College you are asked to answer the following questions in writing on this form and hand the completed form to your chaplaincy group leader at the end of Week 7 of each Semester.

1. Your name:

2. Your chaplaincy group leader's name:

3. The name of your course:

4. What difficulties are you encountering in your participation in the Moore College community and in your progress with your course?

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5. What have you done to address the difficulties you are experiencing?

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6. Who have you approached to help you address your difficulties?

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7. What further help would you like in addressing your difficulties?

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