International Students - Monitoring Course Progression Procedure

Section 1 - Preamble

(1) Charles Darwin University ('the University', 'CDU') is required to monitor the compliance of international students on a student visa with their visa conditions relating to course attendance (where applicable), progress and completion according to the relevant sector of education. CDU must have processes to identify, notify and assist international students on student visas who are at risk of not meeting course progress or attendance requirements.

Section 2 - Purpose

(2) This document outlines CDU's procedures for monitoring course attendance, progress and completion; and for taking action to ensure course progress and attendance requirements are met.

Section 3 - Scope

(3) These procedures apply to all CDU staff and CDU international students on a student visa.

Section 4 - Procedure

(4) CDU Global is responsible for monitoring course attendance, where required, and course progress.

(5) CDU Global is responsible for identifying, notifying and offering support to students at risk of not meeting course attendance requirements, where required, and course progress requirements.

Monitoring enrolment and study mode

(6) CDU Global will establish the enrolment status of each student at the beginning of each study period and before the relevant census date to confirm that each student is:

a. able to complete their course within the duration specified in their Confirmation of Enrolment (CoE); and
b. not exceeding the allowable proportion of online learning in their course overall (one-third); and is enrolled in at least one face to face unit in their current compulsory study period.

(7) If a student's enrolment status indicates that they are at risk of not completing their course within the duration specified on their CoE, then CDU Global will contact the student and:

a. advise the student that they are at risk of breaching their visa conditions; and
b. work with the student to rectify their enrolment to mitigate the risk of not completing their course in the specified duration.

(8) If a student's enrolment status indicates that they are at risk of exceeding the allowable proportion of online study,

then CDU Global will contact the student and:

a. advise the student that they are at risk of breaching their visa conditions; and
b. work with the student to rectify their enrolment to mitigate the risk of exceeding the allowable proportion of online study.

Attendance by ELICOS and Foundation Program students

(9) The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) and Australian visa regulations outline minimum course attendance requirements for international students on a student visa.

(10) A student's attendance is monitored for the duration of their Confirmation of Enrolment (CoE). Students are expected to commence their program by the dates given in their Letter of Offer.

(11) In accordance with the National Code, the University is required to report students:

a. who do not commence on the agreed start date; or
b. whose course attendance falls below 80%.

(12) Academic teaching staff will use several measures to determine whether an international student is 'at risk' of unsatisfactory attendance by:

a. Recording student attendance/non-attendance in roll books;
b. Recording, by 30-minute intervals, how much of each class a student attends; and
c. Reviewing the attendance register on a weekly basis and liaising with the lecturers if the attendance is not marked.

(13) Students who have compassionate or compelling circumstances or circumstances that may impact their attendance must email the Head of CDU International College with supporting documentation.

Interventions for students at risk

(14) CDU International College reviews student attendance, at least weekly, to identify students at risk of unsatisfactory attendance if the student's attendance on their current CoE is 90% or less.

(15) Attendance warning Letter 1 is sent to a student when their projected course attendance falls below 90%

(16) The Student Services and Support Officer will meet with the student when Attendance warning Letter 1 is sent discuss their attendance record and establish a plan to maximise the student's attendance.

(17) Attendance warning Letter 2 is sent to a student when their projected course attendance falls below 85%

(18) The Head of CDU International College will meet with the student when Attendance warning Letter 2 is sent to discuss their attendance record and establish a plan to ensure the student's minimum possible attendance remains above 80%.

Compassionate and compelling circumstances

(19) CDU Global can consider approving attendance to 70% only in compassionate and compelling circumstances.

(20) Compassionate and compelling circumstances are generally beyond the control of the student and have an impact on the student's course attendance or wellbeing. This could include, but is not limited to:

a. Serious illness or injury where a medical certificate issued by a medical practitioner (in line with the Australian Medical Association Guidelines) states that the student was or will be unable to attend classes. The University reserves the right to request further information as pertaining to the certificate and establish authenticity of the information stated in the certificate;
b. Bereavement of a close family member such as a parent or grandparent. Where possible, death certificates should be provided;
c. Major political upheaval or natural disaster in the home country requiring emergency travel which has impacted on the student's studies. Documented evidence such as a flight itinerary and verification in the immigration system of the student's location being 'offshore' is required; and
d. Traumatic experience that has impacted on the student, which could include involvement in or witnessing a serious accident or witnessing or being the victim of a serious crime. These cases should be supported by police or psychologist's reports.

Monitoring course progression and offering support

(21) Course progression for higher education students is monitored in accordance with the Higher Education Academic Progression Policy, which outlines the intervention CDU will make, including the support to be offered to the student, if course progression is unsatisfactory.

(22) Course progression for VET students is monitored in accordance with the International Students - VET Course Progression Procedure, which outlines the intervention CDU will make, including the support to be offered to the student, if course progression is unsatisfactory.

Reporting

(23) CDU Global will report, through the Provider Registration and International Student Management System (PRISMS), students who do not meet course progress or, if applicable, attendance requirements.

(24) Where CDU Global assesses a student as not meeting course progress, of if applicable, attendance requirements, it will:

a. give the student written notice of its intention to report (Exclusion Notice);
b. advise the overseas student of their right to access CDU's internal complaints and appeals process within 20 working days, as detailed in the Complaints Policy - Students;
c. only report a breach once:
    i. the internal and external complaints processes have been completed and the breach has been upheld;
    ii. the student has chosen not to access the internal complaints and appeals process within the 20 working day period;
    iii. the student has chosen not to access the external complaints and appeals process; or
    iv. the student withdraws from the internal or external appeals process by notifying CDU Global in writing.

Complaints and appeals

(25) An international student can access the University's complaints and appeals process to appeal the Exclusion Notice in accordance with the Complaints Policy - Students.

(26) Cancellation of a student's enrolment will not take place until the expiry of the twenty (20) working day complaint period, or if an appeal is lodged, until after the appeal has been finalised.

(27) Decisions by the Student Appeals Committee are final and there are no further avenues of recourse within the University system.

Extension of enrolment

(28) A student's Confirmation of Enrolment (CoE) can only be extended where it is clear that:

a. the student has demonstrated and provided evidence of compassionate or compelling circumstances that are beyond their control;
b. CDU has implemented, or is in the process of implementing, an intervention strategy for the overseas student who is at risk of not meeting course progress requirements, and where there is evidence the student has made a genuine attempt in their studies, including submission of the majority of assessment for a significant number of their units; or
c. an approved deferral or suspension of the overseas student's enrolment has occurred.

(29) If an extension of the CoE exceeds the remaining duration of the student's visa, then CDU Global will advise the student that they must apply for a new student visa to cover the period of the extension.

Section 5 - Non-Compliance

(30) Non-compliance with Governance Documents is considered a breach of the Code of Conduct - Employees or the Code of Conduct - Students, as applicable, and is treated seriously by the University. Reports of concerns about non-compliance will be managed in accordance with the applicable disciplinary procedures outlined in the Charles Darwin University and Union Enterprise Agreement 2022 and the Code of Conduct - Students.

(31) Complaints may be raised in accordance with the Complaints and Grievance Policy and Procedure - Employees and Complaints Policy - Students.

(32) All staff members have an individual responsibility to raise any suspicion, allegation or report of fraud or corruption in accordance with the Fraud and Corruption Control Policy and Whistleblower Reporting (Improper Conduct) Procedure.

Status and Details

Status	Historic
Effective Date	20th February 2024
Review Date	20th February 2027
Approval Authority	Academic Board
Approval Date	15th February 2024
Expiry Date	29th May 2025
Responsible Executive	Adam Lam Director CDU Global
Implementation Officer	Marissa Briston Associate Director International Operations and Partnerships
Enquiries Contact	Marissa Briston Associate Director International Operations and Partnerships --- CDU Global

Glossary Terms and Definitions

"Confirmation of Enrolment (CoE)" - Defined by the National Code of Practice for Providers of Education and Training to Overseas Students 2018 as a document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student’s eligibility to enrol in the particular course of the registered provider.