

Course Progress Policy and Procedures for International Students

This document sets out the policy and procedures for monitoring, recording and assessing course progress of international students enrolled at QUT in accordance with the requirements of the [National Code 2018](#). Students will be advised of the University's Course Progress Policy and Procedures during orientation.

QUT's official method of communication with students is through their QUT provided student email account. Students are advised to check their email accounts regularly for important notices.

Note: Students in higher degree research programs are referred to the [Research Students Milestones](#).

Satisfactory course progress

International students achieve satisfactory course progress by maintaining:

1. a satisfactory level of academic performance in accordance with the [Academic Progress Policy](#); and
2. an enrolment program that will allow them to complete their course within the specified timeframe on their Confirmation of Enrolment (CoE); and
3. an enrolment program in which they attempt at least one unit that is not online or distance education each compulsory study period; and
4. an enrolment program which does not breach the maximum of one third of the total course (excluding approved advanced standing) being undertaken by online or distance learning units.

Monitoring course progress

QUT reviews academic performance biannually at the end of Semester 1 and Semester 2 through the probationary enrolment and exclusion process as per the [Academic Progress Policy](#).

Additionally international students are identified as being 'at risk' of unsatisfactory course progress when:

- a minimum grade of 4 in each unit in each compulsory study period has not been achieved; or
- an enrolment program which allows them to complete within their CoE timeframe has not been maintained; or
- a minimum of at least one internal (on campus) unit in each compulsory study period has not been maintained; or
- one third of the total course (excluding approved advanced standing) has been undertaken by online or distance learning.

Intervention

QUT initiates an **intervention strategy** for international students identified as “at risk” of unsatisfactory course progress. Students are notified by email of their “at risk” status and advised to seek assistance from their Faculty. Students are given 10 working days to contact their faculty to consider strategies and support in order to meet course progress requirements.

A follow up communication is made with students who failed to make contact with their Faculty. It is imperative that students who are at risk of unsatisfactory course progress due to *personal* issues seek additional support by contacting [QUT Student Services](#). Early intervention and prevention is highly encouraged.

Intervention Strategies and Record

An expected outcome of contact between students and faculty or QUT Student Services is an intervention record to be stored on the student’s file. Intervention records should clearly identify the circumstances leading to the intervention, recommended strategies to meet course progress requirements and any additional support required.

Extension of Duration of Study

The [National Code Standard 8](#) allows providers to extend the duration of a student’s study if the extension is the result of:

- compassionate or compelling circumstances and there is evidence to support the circumstances; or
- the implementation of the provider’s intervention strategy for students at risk of not making satisfactory course progress; or
- deferment or suspension of study granted under [National Code Standard 9](#).

Students who require a student visa extension from the Department of Home Affairs, must first complete and submit a [Confirmation of Enrolment \(CoE\) Request](#) online. Sufficient time must be allowed prior to the end date of the student visa for processing.

Students may not be eligible for an extension to their CoE in circumstances where:

- the student has failed to contact the faculty as directed to initiate an intervention strategy and has subsequently failed to maintain an enrolment program within the CoE timeframe; or
- the student has failed to follow a documented intervention strategy and has subsequently failed to maintain an enrolment program within the CoE timeframe.

Unsatisfactory course progress

Students who fail to maintain satisfactory course progress by:

1. unsatisfactory academic performance resulting in exclusion as per section 8 of the [Academic Progress Policy](#); or
2. after due consideration of an extension to the duration of study, failing to maintain an enrolment program that will allow them to complete their course within the specified timeframe on their Confirmation of Enrolment (CoE); or

3. failing to maintain an enrolment program in which they attempt at least one unit that is not online or distance education each compulsory study period; or
4. failing to maintain an enrolment program which does not breach the maximum one third of the total course (excluding approved advanced standing) being undertaken by online or distance learning units;

are informed, via their student email account, of QUT's intention to cancel their CoE and report this to the Secretary of the Department of Education, Skills and Training, through the Provider Registration and International Student Management System (PRISMS). This action automatically alerts the Department of Home Affairs and may affect the student's visa status. QUT may change the student's enrolment program where they fail to maintain satisfactory course progress.

Where the student fails to maintain any enrolment in a compulsory teaching period, QUT will proceed to cancel the student's enrolment and cancel their CoE for non-enrolment.

Student Ombudsman

You may have a grievance if something has occurred at QUT that has caused you distress or hardship in some way. If you are a student, you feel you have a valid grievance, and you have tried to resolve it but have been unsuccessful, the [Student Ombudsman](#) may be able to assist in resolving problems related to academic or administrative decisions that you feel are inappropriate or unfair.

Reviews and Appeals

International students have the right to review against QUT's intention to cancel their CoE due to unsatisfactory course progress. Students should continue to attend classes and participate in assessment items pending the outcome of a review.

Unsatisfactory academic performance

Students who wish to lodge an appeal against QUT's intention to cancel their CoE for **unsatisfactory academic performance** (section 9 of the [Academic Progress Policy](#)) must submit their appeal within 20 working days from the date of the Show Cause letter, following the procedures outlined. Appeals are considered by the relevant Faculty Academic Board and if required the QUT Appeals Committee.

Refused extension to CoE

Students who wish to lodge a review against QUT's intention to **refuse their request for an extension to their CoE** must lodge their review within 20 working days from the date of the refusal notification to the Manager, Student Fees and Progression. The review is to be lodged with documentary evidence supporting the case and submitted to progression@qut.edu.au.

Breached online/distance learning requirements

Students who wish to lodge a review against QUT's intention to cancel their CoE for **breaching the requirements for online/distance learning study modes** (section 14 of the [Enrolment Policy](#)) must lodge their review within 20 working days from the date of the notification to the Manager, Student Fees and Progression. The appeal is to be lodged with documentary evidence supporting the case and submitted to progression@qut.edu.au.

Appeal process and outcome

Students who lodge an appeal can expect:

- assessment of the appeal to begin within 10 working days of lodgement, with the outcome finalised as soon as practicable
- to be given an opportunity to present their case at minimal or no cost, and be accompanied and assisted by a support person if necessary
- the appeal to be assessed in a professional, fair and transparent manner
- the provider to keep a written record of the appeal, including a statement of the outcome and reasons for the outcome.

Upon consideration of the review or appeal, the following outcomes may be applied:

- appeal dismissed; or
- appeal upheld with an intervention strategy activated; or
- appeal upheld without any further restriction.

Students will be notified in writing of the outcome of their appeal within 10 working days.

If either no appeal is received within the required timeframe or if the appeal is dismissed, students will receive a notice of intention to cancel their QUT enrolment and their CoE. Students will be allowed a further 20 working days to lodge an external appeal with the [Queensland Ombudsman](#).

After the 20 working days have passed and QUT is not notified that an external appeal has been lodged, QUT will proceed to cancel the student's enrolment, CoE and report the failure to maintain satisfactory course progress to the Secretary of the Department of Education, Skills and Employment. This action automatically alerts the Department of Home Affairs and may affect the student's visa status.