

Satisfactory Programme Progress Policy

1. Overview

- 1.1 This policy establishes the definition, criteria and processes used to determine satisfactory programme progress. It outlines the intervention strategies implemented by UC International College (UCIC) to ensure that students who are at risk of not achieving satisfactory programme progress are provided with appropriate and adequate support.
- 1.2 This policy closely links to the Attendance Policy in that attendance and student engagement in learning are essential to the achievement of satisfactory programme progress. This policy also links to the Academic Progress Concerns identification and intervention procedures.
- 1.3 UCIC encourages students to take responsibility for their learning and to utilise any academic and personal assistance that is available to them at UCIC and the University of Canterbury.
- 1.4 This policy also ensures that the academic progress of UCIC's students is managed in accordance with the requirements of the Education (Pastoral Care of International Students) Code of Practice 2016.

2. Scope

- 2.1 The policy applies to all students enrolled at UCIC.
- 2.2 The Academic Progress and Discipline Committee (APDC) is responsible for the implementation of this policy and the identification of students deemed to not be meeting the criteria for satisfactory programme progress.
- 2.3 The Academic Team is responsible for advising students at risk of not achieving satisfactory programme progress.
- 2.4 The Satisfactory Programme Progress Policy will be available at all times on the UCIC website and the Student Portal. It is also specifically mentioned in the Student Guide.

3. Definitions

Key Term or Acronym	Definition
Academic Progress and Discipline Committee	Academic Progress and Discipline Committee (APDC). A committee whose functions include the consideration of allegations of any act of academic misconduct and the review of programme progress of students who have not met, or are at risk of not meeting, UCIC's academic and attendance requirements.
Appeal	A submission by a student for a review of a decision made by UCIC of an academic or non-academic nature. See also UCIC's Student Complaints Policy.
Letter of Offer	A document registered with Immigration New Zealand confirming a student's offer of place in a programme for a specified duration.
Compassionate and Compelling Circumstances	Circumstances beyond the control of the student and have an impact upon the student's programme progress or wellbeing. Please refer to the Attendance Policy

	for examples.
Exclusion	When a student's enrolment has been terminated and they can no longer attend the College. This will be reported to Immigration New Zealand and will result in the cancellation of their student visa.
Intervention Programme	A formal mechanism of providing institutional assistance to those students who are at risk of not achieving satisfactory programme progress.
Appeals and Grievance Committee (AGC)	The final appeals body at UC International College that considers appeals from students against any decision by UCIC of an academic or non-academic nature.
Student	As all students enrolled at UCIC are currently international students, the term student can be assumed to refer to an international student.
Programme	A period of instruction made up of multiple courses. See course.
Satisfactory Programme Progress	Satisfactory advancement within a programme towards its timely completion. Compare Unsatisfactory Programme Progress.
Axis Student Portal	Intranet providing academic and administrative information and internal communication.
Student Progress Assistance Programme (SPAP)	A mandatory intervention programme, implemented when a student has demonstrated Unsatisfactory Programme Progress.
Student Progress Assistance Contract (SPAC)	A signed contract between a student and a member of the Academic Services Team evidencing the intervention interview and its outcomes (see sections 5 and 6).
Semester	A defined and formal period of study of 13 weeks. UCIC runs three semesters annually.
Course	A component of study within a programme. See programme.
Unsatisfactory Programme Progress	Unsatisfactory advancement within a programme, as provided under subsections 4.1.2 to 4.1.3 of this policy and thereby at risk of exclusion from UCIC. Compare Satisfactory Programme Progress.

4. Criteria for programme progress

4.1 Unsatisfactory Programme Progress

4.1.1 At the end of the semester, the Academic Progress and Discipline Committee will identify two cohorts of students:

- (a) those students who have *not* achieved satisfactory programme progress in one semester of study; and
- (b) those students who have *not* achieved satisfactory programme progress in two or more semesters of study.

4.1.2 Students not achieving satisfactory programme progress are those who have:

- (a) failed to obtain a final grade of 'Pass' or higher in 50 per cent or more of courses undertaken in a semester as identified in the end of semester review of grades.
- (b) failed to meet mandatory conditions as specified by their intervention programme and/or their *Student Progress Assistance Contract (SPAC)*.

- 4.1.3 In assessing a student's programme progress at the end of a semester under 4.1.2 grades of D or E (Fail), WF (Withdrawn-Fail) and X (dishonest practice) will be regarded as failing grades and included in the calculation of a student's programme progress. An assessment will not be carried out until all results for a semester are known, including aegrotats and deferred examinations.
- 4.1.4 In addition to 4.1.3, for the purposes of assessing a student's programme progress under section 4.1.2:
- (a) students who withdraw from any course or from their programme before the end of week two (2) of a semester will not incur an academic penalty;
 - (b) withdrawal from any course or programme between weeks three (3) and nine (9) of a semester will incur a grade of W (withdrawn). This course will not be included in GPA (Grade Point Average) calculation;
 - (c) withdrawal from any course or programme between weeks ten (10) and thirteen (13) of a semester will incur a grade of WF (withdrawn fail). This course will be included in GPA calculation;
- 4.1.5 Students are required to maintain a full-time enrolment in order to comply with requirements for satisfactory programme progress and visa requirements. Withdrawal must be discussed with the UCIC Academic Team to ensure these requirements are not breached.
- 4.1.6 There may be a limit on the number of semesters that a student may be enrolled in a programme level. Extension of enrolment beyond that stipulated in the original offer letter will be at the discretion of UCIC. In principle, a student should not be enrolled longer than six semesters in any one UCIC programme.

5. For students who have achieved unsatisfactory programme progress in a semester

- 5.1 An intervention programme will be implemented automatically for any student identified by the APDC as not achieving satisfactory programme progress. Full participation in this programme is mandatory.
- 5.2 Students will be notified within three days from when academic results are formally released that an intervention programme has been implemented. The notice will be sent by email to the student's UClive email address. It is the responsibility of the student to check their UClive email account. If the student is under 18, a notification will also be sent to the student's parents.
- 5.3 The intervention programme will include a compulsory interview with the Academic Team. At the interview, students will be counselled that failure to maintain satisfactory programme progress, including failure to follow Attendance Policy guidelines and failing to attend meetings with the Academic Team may result in their being considered for exclusion from UCIC. This will result in UCIC reporting to Immigration New Zealand the student's failure to achieve satisfactory programme progress and will result in the loss of their student visa. This meeting will be formalised by a Student Progress Assistance Contract which will detail general requirements and any special conditions for the semester.
- 5.4 Students will be provided with information on all support services at UC International College and the University of Canterbury. Further intervention strategies may be developed, in addition to the conditions of the intervention programme, including referrals to counselling, other professional support services or academic skills.
- 5.5 By remaining enrolled at UCIC, the student will be deemed to have accepted the terms of their intervention programme. Accordingly, it is the responsibility of that student to ensure that all conditions of their intervention programme are met.

6. Monitoring

- 6.1 During each semester all students with unsatisfactory programme progress will be monitored and reviewed by the APDC. Information and interim grades may be requested from subject teachers. If their academic progress is unsatisfactory, or they are failing to meet the conditions specified on their intervention programme, the student will be sent a letter by the APDC reminding them of their responsibilities, information about available assistance and may be asked to attend a meeting with a member of the Academic Team.
- 6.2 After academic results are released at the end of the semester there will be a formal review by the Academic Progress and Discipline Committee.

7. Review of Enrolment Processes

- 7.1 The APDC will review the enrolment of any student who has not met the satisfactory programme progress requirements for two or more semesters.
- 7.2 Show Cause notice: In proceeding with its intention to exclude, the APDC will provide students with an opportunity to Show Cause, that is, to provide reasons why their exclusion should not proceed.
- 7.3 The Show Cause notice will be issued within three working days of the formal release of academic results and sent by email to the student's UClive email address. It is the responsibility of the student to check their UClive email account and to ensure that UCIC has their correct contact details. In the event the student is under 18, a letter will also be sent to the student's parents.
- 7.4 A student who is being considered for exclusion remains enrolled and must attend all classes and complete all assessments until the final decision regarding the student's enrolment has been decided.
- 7.5 The Show Cause notice will require a response in writing from the student within five working days of the date of the Show Cause notice. Original or certified copies of supporting documents will be required to support any claim of compassionate or compelling circumstances.
- 7.6 Show Cause outcomes will be decided by the Academic Progress and Discipline Committee.
- 7.7 The Show Cause outcome will be sent by email to the student's UClive email address.
- 7.8 Where a student is permitted to remain enrolled, further enrolment conditions may be stipulated in the letter of outcome.
- 7.9 Where the APDC proceeds with exclusion, the notice of intention to exclude will advise the student that he or she is entitled to lodge an appeal to the UCIC Appeals and Grievance Committee within a 10 working day period. There is no fee in accessing the appeals process.
- 7.10 Any appeal submission must be made on the UCIC Appeals form (available from the UCIC Office) and should provide supporting evidence where available. During this process the student will remain enrolled at UCIC and must attend all classes and submit any required assessments.
- 7.11 If the student is successful in their appeal, they will remain enrolled at UCIC on probation for the remainder of the semester.

- 7.12 If the student does not wish to appeal, they can formally signal this by completing a Withdrawal form, indicating that they do not intend to appeal. This will result in a terminated enrolment status and UCIC will notify Immigration New Zealand that the student is no longer enrolled at UCIC.
- 7.13 If the student is unsuccessful in their appeal and the final outcome is the exclusion of the student from UCIC, UCIC will terminate the student's enrolment and inform Immigration New Zealand immediately. UCIC will not report a student to Immigration New Zealand during the Show Cause process or while an internal appeal is in progress.
- 7.14 A student whose enrolment has been terminated under this policy will be excluded from UCIC for 12 months following the outcome of any appeals, unless an alternative time period is stipulated in the final termination notification sent to the student. Further stipulations for future re-enrolment may be imposed. UCIC will endeavor to offer the student advice on future study options (whether at UCIC at a future date or another education provider) if this is requested.
- 7.15 If a student is unsuccessful in the internal appeals process, they have the right to access an external appeals process. Please refer to the Student Complaints Policy.
- 7.16 Students should refer to the Refund Policy for information regarding any possible refund provisions.

8. Course failure

8.1 Dean's permissions.

If a student enrolled in a University Transfer Programme fails a course twice, then permission is required from a University of Canterbury Dean for the student to repeat the course for a third and final time. This decision is made in conjunction with UCIC Academic staff. If permission is not granted, the student may not be able to transfer to the applicable degree programme at UC or be able to complete their programme at UCIC. If this situation eventuates, the student will have their enrolment terminated without appeal.

UCIC will not grant permission for any student to take a course for a fourth time unless there are exceptional circumstances.

8.2 Failing to pass a scheduled course may also have the following consequences:

- Not having the pre-requisite to take another course in a subsequent semester
- Not being able to take a failed course in a subsequent semester due to it not being scheduled
- Not being able to take a failed course in a subsequent semester due to a timetable clash

All of the above may affect a student's ability to complete a programme in time. In this eventuality, the student will be counselled regarding available options.

8.3 Exemptions – transition from UC.

Students transferring from UC to UCIC will be subject to strict criteria and limitations upon enrolment. These will supersede all other provisions in this Satisfactory Programme Progress Policy.

Policy Title	Satisfactory Programme Progress Policy	
Policy Owners	Academic Manager	
Contact Person/s	Academic Coordinator	
Key Stakeholders	UCIC current students	
Approval Authority	UCIC Executive Committee	Meeting date approved 20/3/2018
Relevant Legislation	The Education (Pastoral Care of International Students) Code of Practice 2016 and the Private Training Establishment Registration Rules 2013 under section 253 of the Education Act 1989	
Related Policies	Attendance Policy, Student Complaints Policy	
Related Guidelines	N/A	
File information	File number N/A	Version number V4.0
Date Effective	20/3/2018	Next Review Date April 2019

Version 4.0 approved by:	
	College Director and Principal, UC International College