

## 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 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 Team and 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.
- 2.4 The Satisfactory Programme Progress Policy is available on the UCIC website and the Student Portal. It is also specifically mentioned in the Student Handbook.

### 3. Definitions

Key Term or Acronym	Definition
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.
Termination of Enrolment	When a student's enrolment has been terminated and they can no longer attend UCIC. Exclusion is used to mean the same. Immigration New Zealand will be informed that the student is no longer enrolled at UCIC.

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 UCIC 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 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 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:

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.

#### 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, 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 at 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 not achieved satisfactory programme progress in a semester**

5.1 After the formal release of academic results, students who have not achieved satisfactory programme progress will be notified by email that a Student Progress Assistance Programme will be implemented. If the student is under 18, a notification will also be sent to the student's parents.

5.2 The Student Progress Assistance Programme will include a mandatory interview with the Academic Team. At the interview, students will be advised that failure to achieve satisfactory programme progress will result in the review of their enrolment at the end of the semester.

5.3 Students will be provided with information on all available support services at UC International College and the University of Canterbury.

5.4 By remaining enrolled at UCIC, the student will be deemed to have accepted the terms of the Student Progress Assistance Programme. It is the responsibility of the student to ensure that all conditions of their intervention programme are met.

5.5 The Academic Programme and Discipline Committee will monitor and review the progress of students who are on the Student Progress and Assistance Programme. Students who have failed to meet the conditions of the programme will be notified and required to attend regular meetings with the Academic Team and attend specified workshops.

5.6 At the end of the semester, after academic results are released, the APDC will undertake a formal review of results.

## **6. Review of Enrolment**

6.1 The APDC will review the enrolment of any student who has not met the satisfactory programme progress requirements for two or more semesters. This may be over consecutive semesters or over different semesters and programmes.

6.2 Show Cause notice: Prior to proceeding with its intention to terminate a student's enrolment, the APDC will provide students with an opportunity to Show Cause, that is, to provide reasons why their enrolment should not be terminated.

- 6.3 The Show Cause notice will be issued within three (3) 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.
- 6.4 The student is required to respond within five (5) working days of the date of the Show Cause notice, by submitting a completed Show Cause Response form, outlining why they should not be excluded from UCIC. Original or certified copies of supporting documents will be required to support any claim of compassionate or compelling circumstances.
- 6.5 Show Cause decisions will be decided by the Academic Progress and Discipline Committee. When making their decision, the Committee will take into consideration such factors as grades, improvement or decline in academic performance, whether the student met the conditions of the Student Progress Assistance Programme and other information provided by the student. The Show Cause outcome will be sent by email to the student's UClive email address.
- 6.6 If a student is successful in their Show Cause they will be permitted to remain enrolled at UCIC. Further enrolment conditions may be stipulated in the letter of outcome and they will be required to meet the conditions of a mandatory Student Progress Assistance Contract.
- 6.7 If the student is unsuccessful in their Show Cause, they will be notified that the Academic Progress and Discipline Committee has made the decision to terminate their enrolment.
- 6.8 If a student wishes to appeal the Academic Progress and Discipline Committee's decision, they have five (5) working days to submit an appeal to the Appeals and Grievance Committee. 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.
- 6.9 If the student does not wish to appeal the decision of the Academic Progress and Discipline Committee, they can formally signal this in writing, stating 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.
- 6.10 If the student is successful in their appeal, they will remain enrolled at UCIC and they will be required to meet any conditions stipulated by the Appeals and Grievance Committee.
- 6.11 If the student is unsuccessful in their appeal, their enrolment at UCIC will be terminated immediately and Immigration New Zealand will be informed that they are no longer a student at UCIC.
- 6.12 A student whose enrolment has been terminated under this policy will not be permitted to re-enrol at UCIC for one year following the outcome of an appeal, 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.
- 6.13 UCIC will endeavor to offer the student advice on future study options (whether at UCIC at a future date or another education provider) where this is requested.
- 6.14 A student has the right to access an external appeals process. Please refer to the Student Complaints Policy.
- 6.15 Students should refer to the Refund Policy for information regarding any possible refund provisions.

## **7. Course failure**

### **7.1 Dean's permissions.**

If a student enrolled in a University Transfer Programme fails a course twice, then permission is required from the applicable 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 their degree programme at UC or be able to complete their programme at UCIC. If this situation eventuates, the student will have their enrolment in that programme terminated.

UCIC will not grant permission for any student to take a course for a fourth time unless there are exceptional circumstances. In this situation, approval from the Assistant Vice-Chancellor at the University of Canterbury must be obtained by UCIC academic staff.

### **7.2 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 offered.
- Not being able to take a failed course in a subsequent semester due to a timetable clash.
- Not being able to complete an intended major.

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.

### **7.3 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.

<b>Policy Title</b>	Satisfactory Programme Progress Policy	
<b>Policy Owners</b>	Academic Manager	
<b>Contact Person/s</b>	Academic Coordinator	
<b>Key Stakeholders</b>	UCIC current students and UCIC staff	
<b>Approval Authority</b>	UCIC Executive Committee	<b>Meeting date approved</b> 20/5/2019
<b>Relevant Legislation</b>	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.	
<b>Related Policies</b>	Student Complaints Policy	
<b>Related Guidelines</b>	N/A	
<b>File information</b>	<b>File number</b> N/A	<b>Version number</b> V5.1
<b>Date Effective</b>	20/5/2019	<b>Next Review Date</b> June 2020