

Probation and Cancellation/Refusal of Enrolment

International Student Advisers' role in supporting international learners with unsatisfactory progress

- 1 Tutors monitor the performance of international learners and take appropriate steps to assist them to make satisfactory progress (each Department is likely to have a different process for this).
- 2 If there is concern for a learner's progress, the tutor contacts the International Student Adviser (ISA) as soon as possible to advise that an international learner is not making satisfactory progress as defined in the programme document. This may include unsatisfactory attendance (in the School of English Language (SEL)) this requires the learner to attend all of their classes excepting for cases of illness or other urgent reasons.
- 3 The appropriate ISA contacts the learner in question to arrange for a meeting to take place between them, and at the meeting does the following:
 - a Identifies the concerns.
 - b Arranges for any assistance (including Learning Services, Counselling, or external support if necessary), required by the learner and establishes an individual learning plan and continues to meet with the learner regularly (weekly or fortnightly, dependant on problem).
 - c Ensures the learner understands their obligation to make satisfactory academic progress or attendance, and they understand the implications if they fail to meet these standards.
 - d Report back to tutor, with a summary of the plan made with the learner (the learners' permission is received prior to the plan being shared with the academic staff member)."
- 4 At a predetermined time frame the ISA will check with the learner's tutor(s) to see if the learner's performance has improved.
- 5 If the learner's attendance and/or academic progress have improved, then the learner will be encouraged to continue in this manner (the regular meetings with the ISA may be spaced out more at this point).
- 6 If the learner's performance has not improved, the Department may decide at this point to implement the regulations governing probation, suspension, and cancellation/refusal of enrolments, as per the *APP506 Probation* and *APP512 Suspension and Cancellation/Refusal of Enrolment* policies. The ISA is available to act as a support person to the learner during this process. The ISA may wish to discuss the case with their Line Manager at this point.
- 7 Throughout this process and with the learner's permission, the ISA may act as liaison person between the learner, Ara Institute of Canterbury Ltd staff, and relevant support services if necessary. When the concern is in regard to learner health the ISA may wish to make a recommendation to the Head of Department or DCE – Academic, Innovation and Research (AIR) that based on the information gathered, it is better for the learner's health if he/she withdraws from a programme or have their enrolment cancelled.
- 8 The Line Manager will be informed by the ISA or if the process reaches step 5 onwards.