

Probation and Cancellation/Refusal of Enrolment

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

- 1 Tutors monitor the performance of international students 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 student's progress, the tutor contacts the International Student Adviser (ISA) as soon as possible to advise that an international student 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 student to attend all of their classes excepting for cases of illness or other urgent reasons.
- 3 The appropriate ISA contacts the student 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 student and establishes an individual learning plan and continues to meet with the student regularly (weekly or fortnightly, dependant on problem).
 - c Ensures the student 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 student (the students' permission is received prior to the plan being shared with the academic staff member)."
- 4 At a pre-determined time frame, the ISA will check with the student's tutor(s) to see if the student's performance has improved.
- 5 If the student's attendance and/or academic progress have improved, then the student 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 student'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* policy. The ISA is available to act as a support person to the student 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 student's permission, the ISA may act as liaison person between the student, Ara Institute of Canterbury staff and relevant support services if necessary. When the concern is in regard to student health the ISA may wish to make a recommendation to the Head of Department or Director, EAR that based on the information gathered, it is better for the student'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.