Student Academic Progression Monitoring and Intervention Policy and Procedure

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1. PURPOSE

This *Student Academic Progression Monitoring and Intervention Policy and Procedure* provide a framework for supporting students to be successful in a student-centred learning environment. The policy and procedure set out the processes for regular monitoring and identification of students at academic risk and the ways in which interventions will support students to succeed. The Australis Business School ("Australis") encourages students to be responsible for their own learning, but will provide support to students who experience learning difficulties.

2. SCOPE

This policy and procedure apply to all Australis staff and students.

3. DEFINITIONS

See the Australis *Glossary of Terms* for definitions.

4. POLICY

4.1. Policy Statement

Australis is committed to supporting a diverse student population and producing high-quality graduates. Australis has developed particular processes to identify students at risk of underperformance. Specific mechanisms and strategies have been developed to assist, support, engage and empower all students to take part in their studies effectively. These mechanisms and strategies are available to students at all stages of their study at Australis. All academic and professional staff at Australis are responsible for providing timely and individualised student support when it is needed.

4.2. Policy Principles

Students are responsible for ensuring their own academic progress. Australis is responsible for ensuring the effective and equitable application of the following policy principles:

- Students at risk of unsatisfactory progress are identified as early as possible.
- Students are regularly advised of requirements as to academic progress.
- Student progression is regularly monitored so that intervention strategies can be initiated where needed.
- Students not meeting academic progression requirements are alerted as early as possible.
- Students are supported to achieve expected academic outcomes and to progress throughout their course of study.

To ensure the successful completion of their studies, students must:

- attend classes and make a positive and equitable contribution to classes
- follow course rules such as unit prerequisites to ensure that they have sufficient prior knowledge to successfully complete units
- work harmoniously with other students and assist them where possible
- undertake good study habits to achieve learning outcomes
- submit assessments by due dates; and
- inform staff when they need help or consideration on the ground of extenuating circumstances.

5.   STUDENT PROGRESS

Students' academic progress through their course of study will be monitored and reported to the Academic Board (AB).

The following academic progression will be monitored at Australis:

- The student has attended compulsory learning and assessment components of a unit of study
- The student has passed the number of Australis-specified units of study for the particular course according to the enrolment status of the student
- The student has passed any Australis-specified compulsory unit(s) of study or other professional experience
- The student has failed units of study for which the student is enrolled in their award course
- The GPA of the student
- The student has not complied with Australis policies and procedures
- The student has over-enrolment
- The student has significant variations in academic performance
- The timeframe of the student to complete the course; students are expected to complete a bachelor degree (AQF Level 7) within the maximum of six (6) years and the normal volume of learning is three–four (3–4) years full time
- The student has failed to achieve the required English proficiency for their course of study
- Other requirements of academic progression specific to the course

Academic and professional staff have mechanisms in place to monitor and identify students experiencing difficulties in completing academic requirements. Support and advice will be provided as soon as possible to help students to complete their courses of study.

6.   STUDENTS AT RISK

A student is at risk of not fulfilling academic progression requirements if any of the following apply:

- The student has failed to achieve at least a pass grade in fifty per cent (50%) of their enrolled study load during their course of study.
- The student has failed to fulfil any additional requirements of progression specific to their course.
- The speed of the student's academic progress indicates that they will not be able to complete their course within the maximum course duration or by the course end date specified in the Confirmation of Enrolment of an international student.
- The student has previously been excluded for unsatisfactory progress.
- The student has failed a unit for the second time.

Students considered to be at risk will be offered intervention strategies specific to their academic needs. It is the student's responsibility to act on the intervention strategies to ensure continued success in their course of study.

7.   UNSATISFACTORY STUDENT PROGRESS

Australis strongly encourages students to attend and participate in at least eighty per cent (80%) of classes of a unit of study to maximise their chances of success. Australis will monitor student attendance and participation, and will take intervention measures where student progress is unsatisfactory.

The academic progress of a student will be considered unsatisfactory if any of the following apply:

- The student has been at risk of non-progression for two (2) or more consecutive semesters (as listed in Section 6 above).
- The student has failed to satisfy a condition that Australis has imposed for reversing an earlier decision that the student' academic progress was unsatisfactory.
- The student has failed to complete their course of study within the maximum course duration or by the course end date specified in the Confirmation of Enrolment of an international student. Australis will not extend the duration of the international student's enrolment if the international student is unable to complete the course within the expected duration, with limited exceptional circumstances. Refer to *Student Enrolment and Enrolment Variation Policy and Procedure* for details.
- The student has failed to fulfill any additional progression requirements specific to their course.

Students with unsatisfactory academic progression may be excluded from their course of study. The AB will assess each student's progress on a case-by-case basis to decide if they are to be excluded from their course of study.

8.   ACADEMIC PROGRESS MONITORING

Class attendance, participation and progress of students will be monitored by the academic staff member/Lecturer, allowing early intervention for success. The academic staff member/Lecturer may keep records of class attendance in the Learning Management System and will track student login records.

Early indications of unsatisfactory academic progress may include:

- The student has failed to log in and access their class materials during the first two (2) weeks of the semester.
- The student has failed to attend classes in two (2) of the first three (3) weeks of the semester.
- The student has failed to participate in the first assessment task.

The academic staff member/Lecturer will be responsible for early interventions aimed at finding out the reasons for the student's failure to participate and devising strategies for improving the student's academic progress.

Academic progress is monitored and reported to the Academic Board on a regular basis, with formal reports provided annually at a minimum, including by subgroups measuring student diversity and students from educationally disadvantaged backgrounds (refer to the *Equity and Diversity Policy* and *Aboriginal and Torres Strait Islander Peoples Education Policy*).

The reports to the Academic Board will be reviewed to see what improvements may need to be made to admission policies and to the learning and teaching support provided to different subgroups such as students:

- from different cultural and linguistically diverse backgrounds
- with a disability
- that identify as LGBTIQ+
- that are Aboriginals or Torres Strait Islanders.

The reports to the Academic Board will include student participation, progress, completion and attrition by student subgroups. The reports will also identify reasons why students withdraw or do not complete their studies to inform the development of retention and student support strategies and improve student progress and the successful completion of their studies.

9. PROCEDURES

The following steps allow Australis to take a systematic approach to ensure there is effective collection, reporting, and monitoring of student academic progression.

Procedural steps	Accountability
Step 1 – Information collection Class attendance, participation and progress of students will be monitored by the academic staff member/lecturer, allowing early intervention for success. The academic staff member/lecturer will keep records of class attendance and progress in the Learning Management System and will track student login records. The academic staff member/lecturer will be responsible for early interventions aimed at finding out the reasons for the student's failure to participate and devising strategies for improving the student's academic progress. **Frequency:** Frequent (daily/weekly and as required).	Academic Staff (e.g. lecturers, tutors, etc)
Step 2 – Reporting Reports on student academic progression is collated by the Course Co-ordinator and Dean and provided to the Academic Board for review. The Learning and Teaching Committee will also review the reports before they are presented to the Academic Board. The reports to the Academic Board will be reviewed to see what improvements may need to be made to admission policies and to the learning and teaching support provided to different subgroups such as students: • from different cultural and linguistically diverse backgrounds • with a disability • that identify as LGBTIQ+ • that are Aboriginals or Torres Strait Islanders. The reports to the Learning and Teaching Committee and Academic Board will include student participation, progress (including students at risk), completion and attrition by student subgroups. The reports will also identify reasons why students withdraw or do not complete their studies to inform the development of retention and student support strategies and improve student progress and the successful completion of their studies.	Course Co-ordinator and Dean to provide reports to the Academic Board for review, with input from the Learning and Teaching Committee

Procedural steps	Accountability
Frequency: Reports will be provided at Academic Board meetings at least every semester and as required.	
Step 3 – Monitoring Academic progress and retention are monitored and reported to the Academic Board on a regular basis, with formal reports provided every semester and annually at a minimum, including by subgroups measuring student diversity and students from educationally disadvantaged backgrounds. The Academic Board provides a report (usually collated by the Dean) to the Board of Directors (BoD) at least every semester, reporting on student progress, retention, quality of learning, teaching and scholarly activity. **Frequency:** Reports will be provided at Academic Board meetings and Board of Director meetings at least every semester and as required.	Academic Board reviews the reports provided by the Course Co-ordinator and Dean Board of Directors reviews the reports provided by Academic Board

The eligibility of a student is assessed at the point of application for admission at Australis against the selection criteria outlined in the *Admission and Student Selection Policy and Procedure*. A student may be identified as being at risk if any of the following apply:

- The student has not completed Year 12 or equivalent.
- The student has experienced educational disadvantage such as disrupted education, family problems, illness or disability.
- The student is from a non-English-speaking background.
- The student is an international student satisfying the academic entry requirements but their recent academic performance is not strong.

As part of the Orientation Program, commencing students will be provided with details of the learning support services which are consistent with the requirements of their course of study and their learning needs. These include English language support, personal support services, cultural support and ancillary services. The students will be provided information on the hours of availability of, and the ways to access, these services, as well as emergency contact details.

To progress through an award course at Australis, students must achieve the minimum requirements set out in the *Assessment Policy and Procedure* and unit outlines. This information will be communicated to students before the commencement of their course.

Each student's academic progress will be monitored against progression requirements using reports generated through the Learning Management System on progression rate and progress towards completion. The indicators of progress include a student's:

- class attendance and participation
- assessment completion and results
- course completion timeframe.

The following steps apply when a student appears to be making unsatisfactory academic progress.

1. Monitoring and reporting

Students who show signs of not meeting their academic progression requirements (as listed above) are to be contacted by the academic staff member/Lecturer.

The academic staff member/Lecturer, in consultation with the Course Co-ordinator, identifies the required supports and offers these supports to the student in need of assistance.

International students who are enrolled in fewer than four (4) units per semester will also be notified of having an unsatisfactory enrolment load and may be deemed as being at risk.

It is the student's responsibility act on the support offered, to discuss the supports and to be part of the decision about which supports will be most effective.

The Course Co-ordinator will record this on the student's record as an informal intervention and will consider this a part of the formal At Risk review at the end of each semester.

The Course Co-ordinator will update the student's record on any subsequent interventions, which may include counselling provided to the student, the student's attempts to improve the situation and any student grievances.

Student records are kept secure and confidential.

2. Notification to students

At the end of semester, the Course Co-ordinator will generates an At Risk Report containing a list of the students who are potentially at risk.

The At Risk Report will be reviewed by the AB and the Course Co-ordinator will notify the students identified as being at risk through the following procedures:

Stage 1: Students at risk

Students who are identified as being at risk will receive an email from the Course Co-ordinator which outlines the following:

- that the student has been identified as being at risk
- the reason(s) the student has been identified as being at risk
- the support mechanisms available to students at risk
- the consequences of continued academic non-progression

All documents and correspondence relating to their academic non-progression will be recorded on the student's academic record.

Students who are deemed to be at risk will be invited to identify and explain the reasons for their unsatisfactory academic performance. Students unwilling to disclose the reasons due to confidentiality will be referred to the Administration and HR Manager, who will provide the student with essential guidance regarding further supports.

Australis encourages all students to discuss their individual support needs before their enrolment and throughout their studies at Australis. Specific support and intervention strategies are discussed below. A range of support is provided to students, including academic support, individual support and ICT support (refer to the *Student Welfare, Wellbeing and Support Policy and Procedure*).

Australis will also offer contact details for external support where possible (refer to the *Student Welfare, Wellbeing and Support Policy and Procedure*).

Students identified as being at risk on entry will receive a letter stating the reason(s) that they have been identified as being at risk and that they must maintain satisfactory progress. If they do not, the process will revert to Stage 1: Students at risk.

Intervention strategies

A range of intervention strategies are available to support students which may include, but are not limited to:

- identifying units for the current and next semesters based on the student's academic performance
- a reduced study load for the current or next semesters
- encouraging the student to attend various academic and life skills workshops offered at Australis
- arranging counselling, mentorship and/or individual support for the student
- developing and following a study plan that suits the student's individual needs, including the number of units enrolled and identifying suitable units
- arranging regular contact and follow-up meetings with the academic staff member/Lecturer
- referring to another academic staff member if additional assistance is needed
- offering guidance and clear instructions regarding specific assessment requirements
- arranging regular meetings with the Course Co-ordinator for individual assistance
- monitoring student attendance and submitting assessments and reports to the Course Co-ordinator if a student is identified as being at risk

Stage 2: Unsatisfactory student progress

Students who do not improve their academic performance will be transferred to 'unsatisfactory progress' status by the end of the next semester.

The Course Co-ordinator will send a second email to the student in the form of a formal warning letter. The formal warning letter will advise the following:

- that the student has been identified as having failed to make satisfactory progress
- the reason(s) for this finding
- the consequences of continued academic non-progression
- how to remedy the situation
- specific timeframes to remedy the situation
- the support mechanisms available to remedy the situation

All documents and correspondence relating to academic non-progression will be recorded on the student's academic record.

The student will have the opportunity to respond to the warning letter in writing and demonstrate why their enrolment should not be terminated. The student will be able to have a support person attend if they are presenting to the AB, so long as that support person is not a lawyer.

Students who fail to adhere to the agreed solutions may be suspended from their course of study and asked to show cause why they should not be excluded from their award course.

Stage 3: Exclusion

The evidence provided by the student in response to their Stage 2 formal warning letter will be considered by the Course Co-ordinator. The Course Co-ordinator will make a recommendation to the AB on whether the student has shown good cause.

If the student has not established good cause, the AB may exclude the student from the course for a period of up to two (2) years.

The AB may allow the student to re-enrol in the relevant course subject to certain conditions, which may include, but are not limited to:

- transferring the student into another course
- reducing the study load of the student, such as changing to part-time mode (for local students)
- probationary requirements such as attending workshops or meetings
- discontinuing a scholarship
- exclusion from particular unit(s) of study
- completion of unit(s) of study within a specified time
- prescribing the earliest date on which a student may re-enrol in particular unit(s) of study

The Course Co-ordinator will record the reasons for the decisions made on the student's file.

Domestic students will be notified about Australis's intention to potentially exclude them in writing (both electronically and on hard copy).

CRICOS students will be notified in writing if Australis intends to report the student to the Australian Department of Immigration and Border Protection or the Victorian Department of Education and Training for not achieving satisfactory course progress.

The written notice will be delivered in person or sent by registered mail to the student informing them that they can access Australis's *Student Complaints and Appeals Policy and Procedure* within twenty (20) working days of receiving the notice.

A copy of the letter is retained in the student's file.

10. COMPLAINTS AND APPEALS

Student complaints will be addressed in accordance with the *Student Complaints and Appeals Policy and Procedure*. An international student will not be reported to the Australian Department of Education, Skills and Employment (via PRISMS) and the Australian Department of Home Affairs until the student has exhausted avenues of internal appeal at Australis.

11. Related Documents, External References and Version Control

11.1. Related/Referenced Documents

- Aboriginal and Torres Strait Islander Peoples Education Policy
- Academic Integrity and Misconduct Policy and Procedure
- Admission and Student Selection Policy and Procedure
- Assessment Policy and Procedure
- Code of Conduct
- Equity and Diversity Policy
- Feedback Policy and Procedure
- Learning and Teaching Policy
- Records and Information Management Policy
- Risk Management Plan
- Student Complaints and Appeals Policy and Procedure
- Student Fees and Refund Policy and Procedure
- Student Orientation Policy and Procedure
- Student Welfare, Wellbeing and Support Policy and Procedure
- Student Enrolment and Enrolment Variation Policy and Procedure

11.2. Related Legislation and External References

- Higher Education Standards Framework 2021
- Tertiary Education Quality and Standards Agency (TEQSA) Act 2021
- Education Services for Overseas Students (ESOS) Act 2000 (Cth)
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018

11.3. Version Control

Version	Date	Reviewed/approved by	Key notes/changes
0.1	02/06/22	LTC	Reviewed by the LTC at the 02/06/22 meeting with the following improvements made – removed the Academic Misconduct reference, improved Students at Risk section on page 5 and made various improvements to Procedure section.

0.2	02/02/23	LTC	Reviewed and improved based on LTC feedback.
0.3	28/02/23	AB	Reviewed and approved at the 28/02/23 AB meeting.
0.4	11/05/23	LTC	Updated to reflect recommendations from expert reviewers, including reference to monitoring subgroups.
0.5	23/05/23	AB	Reviewed and approved at the 23/5/23 AB meeting
0.6	19/01/24	AB	Section 9 has further procedural steps added in a table format.
0.7	16/07/24	AB	Reviewed and approved at the 16/07/24 AB meeting with minor updates and editorial improvements.
0.8	13/09/24	AB	Reviewed and approved at the AB 13/09/24 meeting.

11.4. Document Review

To be reviewed at least every five (5) years from the date of final approval.