

Academic Progress Policy and Procedure

1. Purpose

This policy sets out a framework for the identification and provision of support for students who are considered to be *at risk* of not making satisfactory progress in their course.

The following procedure outlines the mechanisms in place for:

- early identification of progress difficulties;
- implementation of intervention strategies to ensure that students have access to appropriate support services;
- subsequent steps towards show cause and exclusion for unsatisfactory progress where appropriate;
- extension of maximum candidature where required.

This policy complies with the *Higher Education Standards Framework (Threshold Standards) 2021* (HESF) in the *Tertiary Education Quality and Standards Agency Act 2011*, *Education Services for Overseas Student Act 2000* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

2. Scope

This policy and procedure applies to all students and staff who are responsible for identifying students at-risk and/or demonstrate unsatisfactory academic progress and for providing support services.

3. Definitions

At risk: an 'at risk' student is one who is deemed to be in danger of unsatisfactory progress. A student is deemed as "at risk" if they satisfy any of the following conditions:

- Fail the formative assessment in a unit
- Fail any assessment in a unit with a mark below 40%
- Fail two or more assessments in a unit
- Attendance falls below 80% in a unit
- No or minimum activity in the designated Learning Management System

CRICOS Code: The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) code represents a unique identification of all registered providers, which offer courses to overseas students studying in Australia.

Defer: to delay commencement or continuation of a course of study with approval by EIA.

Intervention strategy: A study strategy and management plan that is devised by a student in consultation with a designated staff aiming to meet satisfactory academic progress.

Maximum candidature:

- The maximum candidature for a domestic student to complete a course is calculated by doubling the years required to complete the course on a normal full-time basis and adding one year;
- Maximum candidature for international students on an Australian student visa is the duration specified on their Confirmation of Enrolment and is the normal registered course duration (three years for a bachelor's degree) in full-time mode

National Code 2018: The National Code of Practice for Providers of Education and Training to Overseas Students.

PRISMS: Provider Registration and International Student Management System.

Progress stages: Students are classified into stages of 'at risk' of unsatisfactory academic progress and unsatisfactory progress.

Unsatisfactory progress. A student is deemed to have made unsatisfactory progress if they satisfy any of the following conditions:

- failing fifty percent or more of their enrolled units in any study period; and/or
- failing the same unit more than once; and/or
- failing to make sufficient academic progress to complete the course within the maximum candidature.

4. Policy

- 4.1 EIA will provide advice about the academic progress requirements to students in this Policy, the Student Handbook and during orientation.
- 4.2 The academic progress of all students must be monitored. The Dean is responsible for monitoring the academic progress of all students and academic staff are responsible for monitoring the students in their unit of study.
- 4.3 Data relating to the retention, progression and completion rates of student cohorts through units will be used to inform reviews and improvement of admission policies and teaching and learning strategies.
- 4.4 Students must meet and maintain satisfactory academic progress in order to complete within the expected duration specified in their Confirmation of Enrolment (CoE).
- 4.5 Students who are deemed to be in need of support or at risk of unsatisfactory progress will be identified and provided with advice and assistance to support successful course completion.
- 4.6 A full-time load per compulsory trimester is four units of study. The minimum course progression standard for students is a passing grade in at least 50% of the enrolled units. Students who fail to meet the minimum course progression standard in a compulsory trimester will be identified as making unsatisfactory course progress.
- 4.7 Students who meet the 50% passing grade requirement in a trimester but failed the same unit three times (Multi-Fail) will be also identified as making unsatisfactory course progress.
- 4.8 EIA's early intervention process will be undertaken for students who are identified as 'at risk' to support students to better engage with their studies to improve their course progress.
- 4.9 EIA will initiate the intervention strategies for students who are identified as making unsatisfactory course progress.
- 4.10 EIA may cancel an international student's CoE and report a student for making unsatisfactory course progress to the Australian Government via PRISMS if:
 - The student fails to follow the intervention strategy; and
 - Continues to fail to maintain satisfactory course progress in a subsequent

compulsory study period.

4.11 EIA will only cancel an international student's CoE and report student for unsatisfactory course progress in PRISMS if:

- The internal appeal process has been completed and the decision or recommendation supports EIA; or
- The student has chosen not to access the internal appeal process within the 20 working day period; or
- The student withdraws from the internal appeals processes by notifying EIA in writing.

4.12 EIA may cancel a domestic student's enrolment where the student fails to meet the satisfactory course progress.

5. Procedure

Monitoring Course Progress During Trimester

5.1 Students must meet the minimum academic standards for each unit in order to progress through their course.

5.2 In early weeks of each trimester, students who have not engaged in their studies, indicated by not having accessed the unit learning materials on Moodle, having no attempt in the early formative assessments and/or attending any classes, will be contacted and be directed to the EIA Study Support Services to assist them engaging better in their learning activities.

5.3 In weeks 7 and 10 of each trimester, students who are 'at risk' of unsatisfactory course progress will be identified with any one of the indicators of:

- Class attendance below 80%
- Fail of the formative assessment
- Any assessment up to week 8 marked below 40%

5.4 The students will be directed to the study skills support to assist them improve their studies. Within ten (10) working days after the Release of Grade date of each trimester as published in EIA's Academic Calendar, the Academic Support Officer generates reports which identify the academic progress status for each APM (Academic Progress Monitoring) stage of all students.

Overview of the staged APM program

5.5 APM Stage 1: A student who is identified as demonstrating unsatisfactory academic progress is placed at APM Stage 1. Students who have achieved satisfactory academic progress in the successive trimester after they have been placed at APM Stage 1 are removed from the APM program.

5.6 APM Stage 2: A student is identified at APM Stage 2 if:

- 5.6.1 That student has been previously identified at APM Stage 1; and
- 5.6.2 That student does not achieve satisfactory academic progress in the successive trimester after they have been placed at APM Stage 1.

5.7 Students who have achieved satisfactory academic progress in the successive trimester after they have been placed at APM Stage 2 are removed from the APM program.

5.8 Students who are identified as demonstrating unsatisfactory academic progress again after they have been removed from the APM program will be placed at APM Stage 1.

5.9 APM Stage 3: A student is identified at APM Stage 3 if:

- That student has been previously identified at APM Stage 2; and
- That student does not achieve satisfactory academic progress after they have been placed at APM Stage 2 OR
- That student showed no class attendance and/or assessment attempts for the entire trimester

5.10 If a student proceeds through two stages of APM, they will be asked to demonstrate why their enrolment should not be cancelled.

Identification of students at each APM stage

5.11 For the purpose of identification of students at each APM stage the grades of Fail and Withdrawn Fail are regarded as Fails; all interim grades, e.g. SE, SA, are regarded as passing grades. When interim grades are finalised, this may trigger the identification of an APM stage where a student now meets relevant criteria.

5.12 Students are notified by the Learning Advisor in writing to their EIA email through EIA Student Management System (EIA Manager) if they have been identified at one of the stages of APM. The notification details the steps that the student is required to take and the options available to them.

APM Program

5.13 APM Stage 1

- a. A student who is identified at APM Stage 1 will receive an 'APM Stage 1 Warning Notification' via the student's EIA email address. The notification indicates that the student is required to meet with the designated Course Coordinator for a mandatory APM Stage 1 intervention meeting within ten (10) working days.
- b. A student must attend the APM Stage 1 intervention meeting within ten (10) working days from the date that notification has been sent. Students who do not attend an APM Stage 1 intervention meeting cannot use non-participation in APM intervention meeting as grounds for future appeal.
- c. During the APM Stage 1 intervention meeting, an intervention strategy will be determined, and an AMP Stage 1 Intervention Agreement will be prepared by the Course Coordinator in consultation with the student. If deemed necessary, a professional counsellor or other parties may also be invited to be part of the intervention strategy. The student will enter into an EIA 'AMP Stage 1 Intervention Agreement' including recommended actions.
- d. Examples of recommended Stage 1 Intervention actions include requirements for the student to:
 - Attend academic or study skills programs;
 - Maintain a minimum 80% attendance at scheduled classes in specified units;
 - Attend counselling for managing personal, financial and other issues which may be affecting student progress;
 - Participate in a mentoring program to improve student progress;
 - Change course;
 - Reduce study load;
 - Undertake any other recommended actions that assist the student to meet satisfactory academic progress, or
 - A combination of the above.

5.14 The Course Coordinator is responsible for keeping the APM Stage 1 Intervention Agreement recorded on the student's file.

5.15 AMP Stage 2

- a. A student who is identified at APM Stage 2 will receive an 'APM Stage 2 Warning Notification' and the 'Show Cause Student Response' form to explain why the student has demonstrated unsatisfactory academic progress via the student's EIA email. The notification indicates that the student is required to meet with the Dean for a mandatory APM Stage 2 intervention meeting within ten (10) working days and complete the Show Cause Student Response ' form with any supporting documentation and bring them to the meeting.
- b. A student must attend the APM Stage 2 intervention meeting within ten (10) working days from the date that notification has been sent. Student who do not attend an APM Stage 2 intervention meeting cannot use non-participation in APM intervention meeting as grounds for future appeal.
- c. During the APM Stage 2 intervention meeting, the EIA 'AMP Stage 1 Intervention Agreement' and the academic performance of the student during the period will be reviewed and discussed. The Dean will prepare an 'APM Stage 2 Intervention Agreement' in consultation with the student, taking into account the 'Show Cause Student Response' form completed by the student.
- d. The 'APM Stage 2 Intervention Agreement' will include appropriate escalated interventions, including requirements for the students to:
 - Attend academic or study skills programs;
 - Maintain a minimum 80% attendance at scheduled classes in specified units;
 - Attend counselling for managing personal, financial and other issues which may be affecting student progress;
 - Participate in a mentoring program;
 - Change course;
 - Reduce study load;
 - Undertake any other recommended actions that assist the students to meet satisfactory academic progress,
 - Enrol the required units in the Summer Trimester which will become a compulsory study period for the student or
 - A combination of the above.
- e. The Dean is responsible for keeping the APM Stage 2 Intervention Agreement recorded on the student's file.

5.16 APM Stage 3 – Intent to Cancel

- a. A student who is identified at APM Stage 3 will be notified via student EIA email. This notice indicates that the student is required to "Show Cause" (provide reasons) why their enrolment should not be cancelled within ten (10) working days from the notification. A student must submit a 'Show Cause Response' form and attach any applicable supporting documentation to the 'Show Cause Response' form to support their application.
- b. In addition to a written 'Show Cause' response, a student may be required to appear before a Student Progress and Examination Committee to explain their circumstances in support of their written submission.

- c. Students may be accompanied by a support person to a Student Progress and Examination Committee meeting. A student is not permitted to send a representative in their place.
- d. Where a student has been required to appear and fails to do so, the Student Progress and Examination Committee will make a decision in their absence.
- e. Where a student has failed to submit a written 'Show Cause' response, the matter will be heard without the response.
- f. The Student Progress and Examination Committee considers:
 - The 'Show Cause' response, and/or
 - The answers given by the student in the Student Progress and Examination Committee meeting where a student has been required to appear; and/or
 - Documentation from the student file including the student's entire academic history and their response to APM Stage 1 and Stage 2
- e. The Student Progress and Examination Committee decides if the student's enrolment is able to continue. A student is notified of the outcome of their 'Show Cause' and Student Progress and Examination Committee meeting in writing by the Dean.
- f. If the outcome of 'Show Cause' and the Student Progress and Examination Committee meeting is successful, the student is able to continue with their enrolment and remain at APM Stage 2; otherwise the 'Intent to cancel' notification will be emailed to both the student's EIA email and personal email address.
- g. A student is allowed twenty (20) working days to lodge an appeal from the date of 'Intent to Cancel' is sent.

Appeals

- 5.17 A student who wishes to lodge an appeal must submit the EIA 'Student Complaints and Appeals Form' within the twenty (20) working days timeframe to the APM Appeals Panel which consists of the Executive Dean, the Dean or delegate and the Admissions Manager.
- 5.18 A student can appeal their 'Intent to Cancel' decision on one or more of the following grounds:
- Procedural grounds: the processes of APM as stipulated in this Policy were not followed; or
 - Administrative grounds: the student's record or calculation on their marks were not accurate; or
 - There are compassionate and compelling reasons for lack of progress and EIA's intervention strategy is to be implemented to support the student.
- 5.19 Situations which would not normally be considered as compassionate and compelling reasons include:
- Inability to cope with studies
 - Social or sporting activities;
 - Religious commitment;
 - Financial pressure;
- 5.20 The internal appeal will be assessed by the APM Appeals Panel independent of the previous decision makers and those staff who administered and implemented APM progresses.
- 5.21 The student will be notified of the outcome of their appeal within ten (10) working days of the date that their appeal is received by EIA. The outcome will be emailed to the student's EIA email address and will detail the reasons for the decision.
- 5.22 If the student internal appeal is successful, the student is able to continue with their enrolment and will be placed to APM Stage 2.
- 5.23 If the student internal appeal is unsuccessful, EIA will advise the student in writing in the outcome notification that they have the right to lodge an external appeal with the 'Overseas Students Ombudsman' in accordance with EIA's Student Grievance, Complaints and Appeals Policy and

Procedure.

- 5.24 A student must remain enrolled at EIA until the internal appeal process is complete. The student is expected to attend all scheduled classes and continue with their course of study.
- 5.25 International students will not be reported for unsatisfactory course progress until the internal appeals have been finalised.

Cancellation and Reporting

- 5.26 Cancellation of enrolment will only be actioned if:
- The student has not lodged an internal appeal within twenty (20) working days of the 'Intent to Cancel' notification; or
 - The student withdraws from the appeals process; or
 - The internal appeal is not successful.
- 5.27 A copy of all documentation will be retained on the student's file.
- 5.28 For international students, EIA will report to Australian Government via PRISMS as soon as practically possible as the student not achieving satisfactory academic progress and the student enrolment with EIA is cancelled.

Application for Extension of Maximum Candidature

- 5.29 In specific circumstances students may be granted an extension to their maximum period of candidature.
- 5.30 Domestic students who fail to complete within the maximum candidature and who can reasonably be expected to meet the course requirements within two additional trimesters of study may apply for an extension of the enrolment with the Admissions. Consideration of applications will be on a case-by-case basis and take account of the student's academic performance to date.
- 5.31 The application must be submitted at least one trimester before the expiry of the student's prescribed period of candidature. Students must explain why they were unable to complete the course within the prescribed period in their application. The Admissions will present individual applications to the Dean to be approved. Generally, an extension will be granted only where progress has been delayed due to circumstances beyond the student's control.
- 5.32 The Dean will approve an extension request for international students when and only when one or more of the following factors are satisfied:
- The presence of compassionate or other compelling reasons;
 - An academic intervention strategy has been implemented or is being implemented under the provisions of this Policy;
 - The existence of an approved deferral and/or suspension.
- 5.33 Once approval is granted, the decision will be communicated in writing to the student within ten (10) working days by the Admissions. Students will be advised to contact the Department of Home Affairs to seek advice on any potential impact on their student visa. If an unfavourable decision is reached, students will be informed of their right to appeal the decision and reminded of the process for appeal.

Students who fail to complete within maximum candidature

- 5.34 Students who are unable to complete the course requirements within the duration of any extension will have their enrolment terminated.
- 5.35 Students will be informed that they have exceeded the maximum allowed study period and will be given a final academic transcript. Students will be informed in writing of the decision and their right to appeal within twenty (20) working days of the date shown on the letter or digital

communication.

- 5.36 Students who discontinue their study or are excluded by EIA are eligible to receive their final academic transcript.

Consequences of exclusion

- 5.37 Exclusion means that the student is not permitted to continue in the cancelled course at EIA.
- 5.38 A student who is excluded by EIA due to unsatisfactory academic progress will not be permitted to apply for admission to any higher education course at EIA until at least one trimester has elapsed since the exclusion. When they re-apply students will be asked to present evidence that, during their exclusion period, they have undertaken steps to improve the likelihood of achieving the minimum academic standards and completing their intended course.

Failing a Prerequisite Unit of the Course

- 5.39 Students must complete any required prerequisite(s) before they can enrol in the subsequent unit as per EIA's course progression rules. In the case where students have failed the prerequisite(s), and their course progress is adversely affected, they may seek a review in writing with the Course Coordinator detailing their course progress, reasons for failing and steps they will undertake for improvement and completion of the course.
- 5.40 The Course Coordinator will assess the students' academic record and decide if they are allowed to repeat the prerequisite unit concurrently with the subsequent unit.
- 5.41 Students will be informed of their right to appeal the decision and reminded of the process for appeal.

Document History

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Version Number	Amendments
1.1 (approved on 21/01/2020)	<ol style="list-style-type: none">Added terms of reference for Student Progress and Examination Committee. Updated requirements for students to maintain satisfactory progress.Changed 6.1.3 wording to provide greater clarity.Clarified "at risk" in 6.1.3.Proofed 'at risk' definition. Added 'at risk' student intervention procedure.
1.2 (approved on 19/05/2020)	Add requirements 6.2.6 and 6.4.3 to align the policy with the requirements of National Code 2018 standard 8.14 and 8.16.
1.3	Change company name to Edvantage Institute Australia (EIA).

2.0	<ol style="list-style-type: none"> 1. Provision of clarity to the record keeping responsibility and accountability for all correspondence sent and received under this policy; 2. Addition of instructive and clear steps as to how actions in each APM stage are carried out, specifically, how students are notified and what they need to do when they are identified for an APM stage. 3. Provision of greater clarity as to how and when students are identified as not demonstrating satisfactory academic progress. 4. Provision of further information about the internal and external appeal against an Intention to Cancel notification and the student enrolment arrangement whilst waiting for the outcome of appeals.
2.1	Included the use of learning analytics in the LMS for the identification of at-risk students
3.0	<ol style="list-style-type: none"> 1. Rephased the policy to make the content clearer 2. Added no class attendance and assessment attempt as Stage 3 3. Updated the procedures in accordance with the current operation practice and task delegations