Academic Progression and Students at Risk Policy and Procedure

Purpose

1. Queensland Institute of Higher Education ('the Institute') is committed to ensuring that all students make satisfactory progress in their coursework and meet course completion requirements in order to be eligible to graduate. Students are expected to contribute to their own academic progress through appropriate attendance, the submission of assessment according to all known criteria and for ensuring that they are aware of the requirements of their specific course of study.

Scope

2. This Policy applies to:
   a) all students of the Institute;
   b) all staff responsible for academic coursework, student administration and support.

Definitions

3. For the purposes of this Policy:
   a) *'At Risk'* – a student is considered to be 'at risk' when their academic progress is deemed unsatisfactory according to the criteria set out in this Policy;
   b) *Maximum candidature:*
      i. 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;
      ii. 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;
   c) *Satisfactory academic progress* – a student is making satisfactory academic progress when they are progressively completing the requirements of their course at a rate that will allow them to complete all course requirements within the maximum candidature for that course.

Policy

Policy statement

4. This Policy defines satisfactory and unsatisfactory academic progress and outlines procedures that apply in the case where the need for additional support is identified at an early stage, and when a student's progress is deemed to be unsatisfactory, including intervention through to exclusion. The Institute monitors the academic performance of all students each semester to inform decisions regarding academic progress.

Policy principles

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5. The Institute provides every opportunity for students to succeed in their studies to graduate from their award within the maximum candidature, regardless of their background. The Institute has the expectation that students will make every effort to excel in their coursework.

6. Key principles informing this Policy are:

   a) all students are informed about requirements to achieve satisfactory progress before the commencement of study;

   b) the Institute will document and monitor each student's progression;

   c) all students will have access to clearly defined, equitable and fair processes for handling matters in relation to assessment and academic progress issues, including avenues of appeal against significant decisions;

   d) the Institute will provide early feedback to students to ensure that they are given every chance of success;

   e) the Institute supports students' progress through the provision of reasonable access to academic staff and support services;

   f) student support services address both personal and academic development of the student and any special needs that they may have;

   g) intervention will be employed at any time that a student is deemed as requiring additional support or being at risk.

Procedure

Early identification of support needs

7. During the first half of each semester the Academic Dean, working with the Course Coordinator, will ensure that student progress within subjects is monitored to ensure that the needs of all cohorts are being met and to identify students in need of additional support.

8. The criteria for identifying students in need of additional support at this stage include:

   a) poor performance in an early assessment task. This task will be administered in the first four weeks of every subject. The outcomes of this assessment will be used to provide feedback to students and to identify skill deficits;

   b) low attendance rates or participation, evidenced by failure to access the Learning Management System or to submit assessment items.

9. Students identified as requiring additional support at this stage will be advised in writing that they may be at risk of performing unsatisfactorily in the current semesterwhat the implications of this could be for their academic progress and visa status if applicable, and what academic and personal support services are available to assist them in their studies.

Students at Risk

10. In the case where a student fails to meet minimum academic standards in any semester of study, they are deemed to be 'at risk' and will be enrolled in the Institute's Monitoring Academic Progress (MAP) support program for the following semester to improve their academic progress.

11. Students do not achieve minimum academic standards and are deemed 'at risk' where they:

    a) fail fifty percent or more of their enrolled subjects in any semester; and/or

    b) fail the same subject more than once; and/or

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c) fail to make sufficient academic progress to complete the course within the maximum candidature.

12. The Academic Dean will review students who have been identified as 'at risk' after publication of results for each semester of study and will:

a) advise students in writing of their failure to meet minimum academic standards and require students to attend an academic counselling session. The purpose of the academic counselling sessions is to allow Course Coordinators, student support officers and students to negotiate appropriate support and an intervention strategy to improve academic progress over the following semesters of study;

b) enrol the student in the Monitoring Academic Progress support program.

Monitoring Academic Progress (MAP)

13. The goals of the MAP program are to identify issues limiting the capacity of students at risk to progress in their studies and to provide appropriate advice and support to assist these students to improve their academic results in the following semester. This support may include:

a) academic skills workshops and support sessions;

b) individual case management;

c) peer support or mentoring arrangements;

d) minimum class attendance requirement;

e) personal counselling;

f) reduced study load;

g) changes in course enrolment;

h) conditions on enrolment;

i) any combination of the above.

14. Student counselling sessions and attendance at support sessions will be monitored and recorded in the student file by Counsellors and Course Coordinators.

Progress in the following term

15. Students who improve their performance over the following semester will have their at-risk status rescinded but may choose to continue to access support via the MAP program.

Unsatisfactory progress

16. Students who continue to fail to meet the minimum academic standards outlined in Clause 11 after MAP program support over a semester of study will be informed by the Academic Dean in writing that they:

a) have made unsatisfactory progress and are under consideration for exclusion from their course;

b) are required to provide within twenty working days a written statement outlining why they should be permitted to continue their course of study;

c) may make a submission in person to a Student Progress Panel;

d) are entitled to bring a support person to a Panel meeting.

17. In accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and as outlined in the Institute's *International Student Enrolment Policy*,

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international students will also receive an Intention to Report Letter when they have failed to meet minimum academic standards for two consecutive semester despite intervention support. As international students are granted a visa which expires at the completion of the normal registered course duration (three years for a bachelor's degree) in full-time mode, unsatisfactory progress may impact on their visa status and their capacity to complete their course.

18. If a student fails to submit a written statement by the due date, the Institute will cancel their enrolment. International students in that situation will be reported to the relevant government department via PRISMS, following the exhaustion of any relevant appeals process.

Student Progress Panel

19. The Academic Dean will convene a Student Progress Panel to consider any submission by a student and to determine whether there are any valid circumstances which have prevented the student from making satisfactory progress in their course.

20. The Panel will consist of:

    a) the Academic Dean as Chair;

    b) the relevant Course Coordinator;

    c) another academic staff member who has no connection with the student.

21. The Student Progress Panel will consider any written or verbal submission by a student and decide on one of the following actions:

    a) terminate the student's enrolment;

    b) continue the student's enrolment with specific conditions;

    c) continue the student's enrolment without conditions;

    d) suspend the student's enrolment where there are compassionate and compelling circumstances.

22. The Academic Dean will communicate the decision made to the student in writing within ten working days from the meeting of the Panel.

23. A student who is permitted to enrol with conditions but continues to make unsatisfactory progress or breaches the conditions imposed on their enrolment will have their enrolment terminated.

Readmission following exclusion

24. A student who is excluded from their course of study because of unsatisfactory academic progress may not apply for re-enrolment to the Institute for at least one semesterof study. Students seeking to re-enrol must re-apply in accordance with the Institute's *Admission Policy and Procedure* and must provide evidence that the circumstances prohibiting their academic progress have been resolved or that they have taken action to improve their capacity to succeed in their studies.

Failure to complete within the maximum candidature

25. A student who is identified for termination of enrolment because of exceeding the maximum candidature within which they can complete their course may apply to the Academic Dean to seek an extension based on evidence of compassionate or compelling circumstances. This is an option only where the student can be reasonably expected to complete the course within a maximum of two further semester.

26. An application for an extension to maximum candidature must be submitted in writing one

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semester prior to the expiry of the maximum candidature for completion. The application will be considered on the basis of the evidence provided and the student's prior study record in consultation with the Course Coordinator. The Academic Dean will inform the student of their decision within twenty working days of receiving the application for extension.

27. A student who fails to complete their course within the maximum period (including any extension of time granted by the Academic Dean) will have their enrolment terminated. Their final academic transcript will include a notification indicating that they have exceeded the maximum candidature within which they may complete their degree.

Appeals

28. A student may appeal against a decision made under this Policy under the provisions in the *Student Appeals Policy and Procedure*.

Monitoring and improvement

29. The Institute collects progress and completion data of all students, including data concerning unsatisfactory progress and outcomes.

30. The Academic Dean will provide a report to Academic Board via the Teaching and Learning Committee each term with analysis by student sub-cohort and trends over time. Recommendations from this analysis will be directed towards the implementation of any required strategies tailored to the needs of identified sub-cohorts of students and to inform policy and practice in admissions and credit where appropriate.

31. The Institute will also benchmark its performance against relevant sector data and will establish targets as appropriate.

Responsibilities

32. Course Coordinators are responsible for:
    a) overseeing the monitoring the attendance and participation of all students;
    b) ensuring that early assessment opportunities are employed in all subjects and that appropriate feedback and support is provided to students;
    c) negotiating and implementing intervention strategies for students at risk;
    d) participating in Student Progress Panels as required.

33. The Academic Dean is responsible for:
    a) with Course Coordinators, ensuring that the progress of every student is monitored and that any needs for additional support are identified at an early stage in each subject;
    b) identifying students for enrolment in the MAP;
    c) confirming students who have made unsatisfactory progress;
    d) convening Student Progress Panels;
    e) reporting to Institute governing bodies on progress data and analysis and making any consequent recommendations.

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Associated information

Approving body	Academic Board
Date approved	20 October 2020
Date of effect	Commencement of operation
Next scheduled review	Two years from when policy commence
Policy owner	Academic Dean
Policy contact	Academic Dean
Related AIIHE Documents	*International Student Enrolment Policy and Procedure* *Stakeholder Feedback Policy and Procedure* *Admission Policy and Procedure* *Student Code of Conduct* *Student Appeals Policy and Procedure*
Higher Education Standards Framework (Threshold Standards) 2015 (Cth)	Standard 1.1, ss 1 Standard 1.3, ss 1 – 5 Standard 6.3, ss 2 Standard 7.2, ss1-2
Other related external instruments/documents	**Related Legislation** • *Tertiary Education Quality and Standards Agency Act 2011 (Cth)* • *Education Services for Overseas Students Act 2000 (Cth)* • *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)*

Document history

Version	Author	Changes	Approval Date
1.0	Not applicable	Original version	20 October 2020

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