

## Academic Progression Policy and Procedure DEEWR-DIAC

### Policy Purpose

The purpose of this policy is to monitor and assess the course progress of all students to ensure that student achievement and retention is consistent with Think: Colleges educational objectives and to provide guidelines regarding cases of unsatisfactory academic progress. The successful implementation of this policy is intended to maximise retention rates within courses and units of study by providing a comprehensive intervention strategy and support systems throughout the duration of a student's enrolment.

### Policy Scope

This policy applies to all enrolled students. The policy supports the Examination Committee for its decision making process regarding academic progression.

### Definitions

Refer to *Glossary of Terms*.

### Policy Content

Think: Colleges values the diverse background of its students and provides a range of support services to assist students achieve their full academic potential. Think: Colleges has an obligation to monitor academic standards by maintaining and insisting upon appropriate levels of academic achievement from its students throughout their enrolment.

Think: Colleges students will demonstrate varying levels of motivation for study and academic achievement. A percentage of students will require personal and academic support to achieve their learning objectives. Think: Colleges monitors and assesses levels of academic achievement and provides academic skilling and personal support services when the need arises.

Think: Colleges is committed to informing students about the variety of support services available to them prior to and post-enrolment. The range of support services is detailed in the prospectus, *Student Handbook*, during student orientation, and on the Website. This policy is also made available to staff and students through the website.

Think: Colleges must comply with the ESOS Act and its regulations and has elected to adopt the DEEWR-DIAC Course Progress Policy and Procedure. The regulations require educational providers to monitor overseas student academic progress. Think: Colleges have a legal obligation to report overseas students who fail to comply with academic progress guidelines as per the National Code 2007.

Each College will inform students of the course requirements at the start of each study period.

### Procedure for Implementation

In order to ensure student course progress requirements, the College will monitor student attendance and academic performance in each study period. The College has procedures to help students to meet their course progress requirements. Student course progress will be assessed and reviewed halfway through and at the end of every study period.

### Monitoring and Intervention Strategies for Students Academically at Risk

1. Halfway through and at the end of every study period a formal review process of all students' academic progress is conducted to identify which students are Academically at Risk and which students are achieving satisfactory course progress. The Program Director (or delegated nominee) will

assess and review the Examination Committee report generated by HERMES. At any point in a study period, lecturers may identify to the Program Director (or delegated nominee) any student they are concerned is Academically at Risk and the Program Director (or delegated nominee) will discuss the lecturer's concerns with them and review the student's record in HERMES to determine if the student is Academically at Risk.

2. The Program Director (or delegated nominee) meets with the student to discuss their academic progress and discuss possible options. Students determined to be Academically at Risk at the end of a study period will meet with the Program Director (or delegated nominee) no later than during the second week of the next study period and the intervention strategy must be implemented within the first 4 weeks of the study period. This may include:
  - Advising students on the suitability of the course in which they are enrolled and possible alternatives;
  - Advising students of opportunities for reassessment for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency (vocational courses only); (DEEWR-DIAC Course Progress Policy and Procedure, 3.5)
  - Discussing and identifying possible intervention strategies which may include:
    - Referring students to an Academic Advisor for Language and Academic Support
    - Undertaking additional English language training or assistance;
    - Providing academic skills training;
    - Undertaking an enabling course;
    - Referring students to Student Support Services;
    - Restructuring the student's study program; (may include referral to *Deferral Policy and Procedure*)
    - Issue learning contract to student;
    - Other recommendations as required.
3. As a result of the discussion, the Program Director (or delegated nominee) will identify one or more intervention strategies. The Program Director (or delegated nominee) may seek the advice of the Student Support Manager during this process.
4. The Program Director (or delegated nominee) enters notes of the discussion and decision in the student's HERMES record. The Program Director (or delegated nominee) issues a letter to the student outlining the decision and may require the student to see Student Support Manager.

#### Additional information for Overseas students

- The Program Director (or delegated nominee) will advise overseas students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIAC and the student's visa cancelled, depending on the outcome of any appeal process (DEEWR-DIAC Course Progress Policy and Procedure, 3.5iii)
- The Program Director (or delegated nominee) may decide that the duration of the student's study needs to be extended. In which case, Think: Student Services would be notified of the decision. Refer to *point 5, Additional information for Overseas Students* below.

5. The student will be monitored by their Program Director (or delegated nominee) for the remainder of the study period.

### Assessment of Student Course Progression

The academic achievement of all students is assessed by the Examination Committee at the end of each study period in order to make recommendations to the Academic Board regarding student academic progression. Refer to the *Examination Committee Terms of Reference*. The recommendations may be:

- Full Academic Progression - students deemed to have made satisfactory academic progress will be recommended for full progression to the next study period.
- Conditional Academic Progression - this may include: (Refer to *Assessment Policy and Procedure*)
  - repeating the failed unit of study
  - reassessment or resubmission
  - supplementary assessment
  - conceded pass
- Unsatisfactory Academic Progression - students will progress to *Unsatisfactory Academic Progression* below

### Additional information for Overseas Students

Any overseas student recommended for Conditional Academic Progression or Unsatisfactory Academic Progression will also be reviewed for completion within the expected duration as stated on the student's CoE. (National Code, Standard 9.1)

The College may only extend the duration of a student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:

- (a) Compassionate or compelling circumstances

Compassionate or compelling circumstances are generally beyond the control of the student and have an impact on the student's capacity and/or ability to progress through a course. These include:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- A traumatic experience which could include but is not limited to:
  - Involvement in or witnessing of an accident or
  - A crime committed against the student or
  - The student has been a witness to a crime

And this has impacted on the student (these cases should be supported by police or psychologists' reports) (DEEWR-DIAC Course Progression Policy and Procedure Explanatory Notes)

- Other compassionate or compelling circumstances approved by the Group Colleges Director

Students must undertake the mandatory directions of the Examination Committee in regards to their conditional academic progression. Students given Conditional Academic Progression must meet with their Program Director (or delegated nominee) before the end of the first two weeks of their next study period as per the *Monitoring and Intervention Strategies for Students Academically at Risk* above. Students will be notified of these directions in writing by the Head of College (or delegated nominee).

## Unsatisfactory Academic Progression

Termination of enrolment will occur if a student:

- is deemed to have made unsatisfactory progress in the same unit of study twice; or
- fails to provide evidence which satisfies the Head of College (or delegated nominee) that they have conformed with the agreed mandatory directions of the Examination Committee.

If a student does not make Satisfactory Course Progress during two consecutive compulsory study periods of a course, the Examination Committee Chair (or delegated nominee) will inform the student in writing that the student has 20 working days to lodge a complaint or appeal as per the *Academic Grievance Policy and Procedure*. Appeals may be made on the following grounds:

- i. College's failure to record or calculate a student's marks accurately,
- ii. Compassionate or compelling circumstances (as listed above), (DEEWR-DIAC Course Progression Policy and Procedure, 3.7-3.8)
- iii. The College has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student. (DEEWR-DIAC Course Progression Policy and Procedure, 3.7-3.8)

A student whose enrolment is terminated under this policy may not re-enrol in any related course at any of the Think: Colleges for a period of two years.

### Additional information for Overseas Students

The notification will inform the student of the College's intention to report the student to DIAC for Unsatisfactory Course Progress.

### Outcome of Appeals

If the student's appeal is successful, one of the following will occur:

- (a) If the appeal shows that there was an error in calculation, and the student actually made Satisfactory Course Progress, the student may continue with their studies and there is no requirement for intervention. Overseas students will not be reported to DIAC.
- (b) If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the *Monitoring and Intervention Strategies for Students Academically at Risk* above. Overseas students will not be reported to DIAC. (DEEWR-DIAC Course Progression Policy and Procedure 3.9)

Where:

- (a) The student has chosen not to access the complaints and appeals processes within the 20 working day period,
- (b) The student withdraws from the process, or
- (c) The process is completed and the student's appeal was unsuccessful,

Think: Student Services will notify the Secretary of DEEWR through PRISMS as soon as practicable, of the student not achieving satisfactory course progress, ideally within 5 working days of a, b, or c above (DEEWR-DIAC Course Progression Policy and Procedure 3.10).

If an overseas student is not satisfied with the provision of complaints and appeals process by the College, the student may lodge a complaint with DEEWR.

### Record keeping and confidentiality

Records of all academic progression handled under this procedure shall be maintained for a period of at least five years for auditing purposes by the State or Territory Registering Body.

## Publication

These procedures are to be published for students and staffs in Student Handbook, Staff Handbook and Think: Colleges website to ensure current and prospective student and staff has up to date and accurate information publicly available to them.

Responsibility	Program Director and Head of College
Record Management	HERMES Examination Committee Report Intention to Report Letter (Unsatisfactory Course Progress) PRISMS
Reference	Academic Grievance Policy and Procedure Examination Committee Term of Reference Deferral Policy and Procedure Assessment Policy and Procedure Glossary of Terms
Policy Developed By	Academic Director
Policy Endorsed By	Academic Board
Policy Complies with	AQTF 2007 - Element 2.3 National Code 2007 - Standard 10
Version Number	1.0
Revision Date	Created - 8 <sup>th</sup> October 2008 Revised - 21 October 2008