## PROCEDURE

Ref. to Legislative Frameworks:

HESF2015:
Standard 1.4 / 2.4 / 3.3 / 5.3 / 6.3

National Code 2018:
Standard 8

**Student at Risk and Academic Support (Higher Education)**

| Version: 4.3 | Procedure Owner: Academic Dean | Issued on: 06/04/2018 | Review by: 06/04/2020 |

### Revision History

<table>
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<tr>
<th>Current Version</th>
<th>Description of Change</th>
<th>Policy Developer(s)</th>
<th>Effective Date</th>
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<tr>
<td>4.3</td>
<td>Modified for compliance to National Code 2018</td>
<td>Academic Dean</td>
<td>06/04/2018</td>
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| 4.2             | Added references to National Code 2018
Harmonised the layout with AAPoly’s current template of policies and procedures | Academic Dean, General Manager, Operations and Risk Management | 23/12/2017 |
PURPOSE

This procedure implements the principles that apply to identifying Higher Education students at Academies Australasia Polytechnic (AAPoly) who may be at risk of unsatisfactory course progress and providing the appropriate academic support for them, in line with the regulatory requirements and AAPoly’s Core Values.

Overseas students’ visa condition 8202 requires them to maintain satisfactory attendance in their course and course progress for each study period as required by their education provider¹. The National Code 2018 (Standard 8) requires AAPoly to monitor students’ course progress, to assist and support students to complete their course within the planned study period of their Confirmation of Enrolment.

POLICY STATEMENT

AAPoly recognises there will be students who do not progress satisfactorily in their studies due to foreseen and unforeseeable reasons. AAPoly will monitor and is committed to ensuring that such students are identified in the early stages of their difficulties and given the appropriate academic support to assist such students to complete their studies within the planned study period.

Should the student with intervention be unable to achieve satisfactory course progress in consecutive semesters, procedures are in place to inform the student and report to the regulatory bodies regarding the consequences of unsatisfactory course progress.

SCOPE

This policy applies to all students and staff in Higher Education (HE) courses that AAPoly delivers.

DEFINITIONS

<table>
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<th>Definition</th>
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<tr>
<td><strong>Student at risk</strong></td>
<td>A student is considered “at risk” of not being successful in his/her course of study when the student has failed 50% or more of his/her enrolled units per semester. “At risk” measures the probability of the student failing to complete their course within the planned period of study.</td>
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<td><strong>Full study load</strong></td>
<td>For a 3-year bachelor course, full study load is 4 subjects per semester or 8 subjects per academic year.</td>
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<td><strong>Planned period of study</strong></td>
<td>The planned period of study for an international student is the period covered by the Confirmation of Enrolment registered at Department of Immigration and Border Protection. For domestic students, the planned period of study is the typical duration of the course as defined by AAPoly.</td>
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¹ Student visa condition 8202 - https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students accessed 31/3/2018
Enrolment The selection of specific subjects to be studied during a semester and for which tuition fees are paid. Subjects enrolled will be shown on academic transcripts unless withdrawn without academic and financial penalties.

Academic Counsellor Is a member of the Academic Team comprising the Academic Dean, Course Coordinators, Program Managers and Senior Lecturers. The academic counselling task is shared amongst the members of the Academic Team according to their availability.

PROCEDURE

1. Before course commencement, overseas students are informed about their visa condition (regarding course attendance and course progress) and AAPoly’s obligations to monitor course progress and to report to the regulatory bodies regarding overseas students who cannot achieve satisfactory course progress within their planned period of study.

2. At the commencement of their course, students are offered (free) academic work tutorials and library research skills development as part of their learning support. Throughout their studies, students can access such academic support services.

3. If a student has English language difficulties, either self-identified or as referred by his/her lecturers, AAPoly will arrange English language support for the student as soon as practicable.

4. If a student has difficulties with his/her assessment tasks, he/she is encouraged to discuss first with his/her lecturers. Mutually agreed actions may range from extension of time for assignments or additional tutorials for challenging topics.

5. If the student requires or is referred by the lecturers, the student has access to academic counselling provided by one of the members of the AAPoly Academic Team which comprises the Academic Dean, Course Coordinators, Program Managers and Senior Lecturers, acting as the Academic Counsellor. The Academic Counsellor may recommend actions ranging from deferring the subject to re-submission of assignments. The Academic Counsellor will work with the lecturer(s), to determine the most effective support for the student. Any actions recommended and agreed between the Academic Counsellor and the student will be recorded in the student’s file (in Paradigm), for future reviews.

6. Creating student’s study plan and attendance monitoring

   a. Student’s study plan
      • Each student enrolled into a course will have a study plan.
      • The study plan provides the structure, sequence and progress of the student through the course.
      • At the beginning of each semester, the student’s study plan is reviewed at enrolment (or re-enrolment), showing the student’s overall progress to date.
      • If a student does not demonstrate satisfactory progress, a number of options will be discussed and evaluated between the Academic Counsellor and the specific student at the time of re-enrolment.
      • Different strategies and pathways would be discussed, taking into consideration the student’s progress and counselling throughout the semester.
• Any decisions taken would be recorded into the study plan for further review during the semester.

b. Attendance monitoring
• Lecturers are required to take attendance at every class.
• If a student’s attendance is low by week 4 of the semester or if the student has not been accessing the Learning Management System (LMS), a warning letter will be sent to the student. This warning letter cautions the student regarding possible consequences of poor attendance and low engagement with the subject. The student will be advised to seek academic support.
• If the student’s attendance remains poor even after academic counselling, the second warning letter will be sent, outlining the consequences of poor attendance on their chosen course of study.
• Lecturers are encouraged to give feedback to Student Services regarding the student’s attendance and participation in class.

c. Attendance records keeping:
• A copy of the attendance record has to be kept for all subjects.
• The student’s attendance record may be considered for any application for special consideration or intervention strategies.

7. Identifying students who are at risk
a. At the end of the semester, the academic performances of all students are reviewed.
b. If a student fails 50% of their enrolled units, these students will be included in the Academic Performance Monitoring Process.
c. At the enrolment (of the following semester), the academic progress of this student will be reviewed and recommendations from the Academic Performance Monitoring Process will be considered before the student is enrolled for another semester.
d. If a student has not made satisfactory progress despite academic counselling and support, then the student may not be allowed to continue their course of study or will be required to study a reduced study load.

2. Academic performance monitoring
a. Attendance monitoring and early detection of possible academic performance concerns
  • Poor attendance is the first sign of possible academic performance concerns.
  • The student’s engagement with the Learning Management System is another early indicator.
  • See point 6(b) above for early intervention arrangements.

b. Failing 50% or more of enrolled units
  • If a student has failed 50% or more of their enrolled units in the previous semester, the student will be asked to see the Academic Counsellor at the time of enrolment for the new semester.
• If a student is not coping with their full study load, the Academic Counsellor can reduce the student’s study load as an intervention strategy.
• If a student has not submitted assessment tasks or has failed in the final examinations, the Academic Counsellor may recommend different measures to assist the student to get back on track.
• During the semester, the results of the student’s first assessment tasks, attendance and engagement with the Learning Management System will be monitored, for possible further intervention.

c. First time on academic performance monitoring and intervention
   • If a student is on academic performance monitoring and intervention for the first time, he/she would have demonstrated poor performance in two or more subjects in the previous semester.
   • The student would have been given an intervention strategy designed to facilitate positive improvements in academic progress.
   • The Academic Counsellor will monitor the student’s progress and discuss with the respective lecturers, to identify additional support or intervention if necessary.

d. Second time on academic performance monitoring and intervention
   • If the student on academic performance monitoring and intervention fails in two or more subjects in the semester, the student is likely to be at risk of not completing the course within the planned period of study.
   • A warning letter will be sent to the student, explaining the consequences of unsatisfactory course progress and requiring the student to meet the Academic Counsellor before enrolling into any subjects for the following semester.
   • At enrolment, the Academic Counsellor will advise the student about the consequences of consecutive semesters of unsatisfactory course progress and the likelihood of being excluded from the course and reported to the regulatory bodies.
   • The Academic Counsellor will agree an intervention strategy with the student which will be signed by both parties and recorded in the Student Management System.
   • It is the student’s responsibility to implement the intervention strategy as agreed.

e. Third time – unsatisfactory academic performance
   • If the student on academic performance monitoring and intervention fails in two or more subjects in the semester, the student will be at risk of not completing the course within the planned period of study.
   • A warning letter will be sent to the student, explaining the consequences of unsatisfactory course progress and AAPoly’s intention to exclude the student from the course and report the student's unsatisfactory course progress to the regulatory bodies.
   • The student will be required to submit, in writing, any particular considerations that would cause the exclusion decision to be reviewed. Failure to respond in writing will cause the exclusion decision to proceed.
3. Exclusion from the course

The Academic Dean may exclude a student if:
- The student has not regained and/or maintained status of satisfactory academic standing within a time frame as determined by the Student At Risk and Academic Support Policy;
- The student has not met their expected rate of progression after being identified as being “at risk” and deemed unable to complete their course of study within the time permitted and supported by intervention strategies for two consecutive semesters; or
- The student has failed a subject three times.

The student will be notified, in writing, of the exclusion and the Intention to Report and will have the right to appeal the decision through the internal (Complaints and Appeals process) and external appeal (Ombudsman) processes.

4. Appealing an Exclusion Decision and the Intention to Report

a. The student has the right to appeal a decision made by AAPoly to exclude the student from the course and to report their unsatisfactory course progress to the regulatory bodies. If the student chooses to appeal this decision, they have twenty working days from the date indicated in the notification letter in which to access and initiate the internal appeals process. During this time the student must maintain their attendance and continue to work towards completing course requirements. AAPoly must maintain the student’s enrolment until the appeal process has been completed.

b. If the student chooses not to make an appeal or withdraws from the appeal process, the student will be reported after the stated twenty working days and the student will be informed of this action.

c. AAPoly may not report the student if AAPoly has failed to accurately record or calculate a student’s academic results, has not implemented its intervention strategy or the student can provide documented evidence of compassionate or compelling circumstances that AAPoly deems acceptable.

Compassionate or compelling circumstances are defined as circumstances that are generally out of the student’s control and impact upon the student’s academic progress and general wellbeing. The following are examples (documentary evidence may be required):

- Serious illness or injury
- Bereavement of close family members, such as parents or grandparents
- Major political upheaval or natural disaster in the home country
- A traumatic experience such as involvement in or witnessing of a serious accident or crime
d. Internal Appeal Outcome

- If the results of the internal appeal are in favour of the student, AAPoly will immediately implement any decision and/or corrective and preventative action required and will advise the student of the outcome.

- If the internal appeal is unsuccessful the student will be informed that their appeal was not successful and the reasons for the decision. The letter will also notify the student that they have the right to access the external appeals process.

e. External Appeals

The external appeals process is conducted by:

Overseas Students Ombudsman (OSO)
GPO Box 442 Canberra ACT 2601
Tel: 1300 362 072 Fax 02 6276 0123
Email: ombudsman@ombudsman.gov.au
Website: www.ombudsman.gov.au

- Once a student initiates the external appeal, OSO will inform AAPoly of the application. The student's enrolment will be maintained during the appeals process.

- If required, all documentation from the student and AAPoly related to the appeal will be forwarded to the OSO. After examining and reviewing the appeal and documentation, OSO will forward the decision to the student and AAPoly.

- Should the OSO support AAPoly's decision, AAPoly will act accordingly. Alternatively if the OSO's decision is in favour of the student, AAPoly will comply and advise the student accordingly, and, if appropriate, institute any corrective or preventative measures immediately.

- If the student does not access the external appeals process after five (5) working days from the date indicated in the Unsuccessful Appeals Letter, AAPoly will follow through their decision on the student.

5. Reporting to Department of Home Affairs

When the student is accepted to be in breach of a condition of the student visa, after an unsuccessful appeal or twenty (20) working days from the date indicated in the letter, Student Services will then use PRISMS electronic reporting system to report particulars of the breach. The student will be notified of the report.
RESPONSIBILITIES

- The Academic Dean – to disseminate this Procedure to all students and staff.

- Lecturer – records and monitors student academic performance, and provides academic improvement advice to student at risk of meeting satisfactory progress. A lecturer also refers students to Course Coordinator/Department Head (DH) if they fail to improve after the initial counselling.

- Academic Counsellor/Course Coordinator (CC)/Department Head (DH) – provides academic advice to students and implement appropriate intervention strategies. The CC/DH updates records of outcomes of communication sessions and agreed intervention strategies in the Intervention/Academic Counselling form and Student record in Paradigm (AAPoly Student Management System). The CC/DH also considers common academic problems as inputs for curriculum review or design.

- Student Services (SS) team members – process deferment and extension of course duration applications on PRISMS and ensures documentation are recorded in Paradigm and Student File.

- Designated Department Head (DH) – provides the final approval for extension of COE

FEEDBACK

Queries or feedback about this procedure should be directed to the Academic Dean through Academicdean@aapoly.edu.au. The Dean will respond to the written question or feedback within two (2) weeks from the receipt, unless an extenuating circumstance requires an immediate response or action. The feedback and subsequent outcome will be documented in the version register which will form a part of quality assurance and continuous improvement of AAPoly.

References

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<thead>
<tr>
<th>Document Title</th>
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<tbody>
<tr>
<td>Student at Risk and Academic Support Policy</td>
<td>v4.3 06042018</td>
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<tr>
<td>Higher Education Standards Framework</td>
<td>2015</td>
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<tr>
<td>National Code of Practice for Providers of Education and Training to Overseas Students</td>
<td>2018</td>
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<tr>
<td>TEQSA Guidance Note: Academic Governance</td>
<td>N/A (accessed 29 April 2016)</td>
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