

Student Academic Progress (HE) Procedure

1. Purpose

The intent of this procedure is to describe student academic progress processes and assign responsibility for effective implementation across Higher Education courses.

2. Definitions

For this procedure the following definitions apply:

Academic Progress Panel: A panel that makes determinations in relation to students with unsatisfactory academic progress.

Academic Progress Review Meeting: A meeting to discuss academic and pastoral support options, intervention strategies and current course plan to assist with improving academic progress.

At Risk of unsatisfactory progress: Failing to maintain a satisfactory level of academic performance in the enrolled semester/course of study.

Exclusion: A decision by an Academic Progress Panel that a student is not permitted to continue in the current enrolled course of study for a period of 12 months.

Formative Assessment: An assessment that is used to provide students with feedback on progress which can then be incorporated in subsequent assessment tasks and learning activities.

Intervention: Strategies applied during the semester to assist students to improve academic performance such as attending academic skills support programs or study group.

Satisfactory academic progress: Maintaining a satisfactory level of academic performance and progress towards completion of the enrolled course of study.

Submission: A document detailing the circumstances that affected the students' performance during the semester along with planned changes to support improved academic performance and continued study in the course.

Supporting documentation: Evidence to support a submission such as a letter from a doctor or counsellor, evidence of use of support services.

Unsatisfactory academic progress: Failing to maintain satisfactory progress towards completion of the enrolled course of study.

3. Responsibility and Accountability

3.1 At Risk process

Students' progress is monitored during the semester and students identified At Risk will be required to attend an Academic Progress Review meeting with the Head of Program or delegate. Intervention strategies will be agreed and implemented to support the student's academic success.

Students will be considered as At Risk during the semester if they:

- fail the first summative assessment task for a subject;

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- show evidence of non-engagement, including lack of interaction through the Learning Management System (Moodle), poor attendance/participation in class; or
- are subject to a condition specified by a previous Academic Progress Panel.

Students considered as At Risk will be required to attend an Academic Progress Review with the Head of Program/Course Coordinator or delegate. They will remain At Risk until they have completed a semester with no fails.

Task	Responsibility	Notes
Identify students At Risk following first assessment and identify students who attended an Academic Progress Panel (APP) meeting in the previous semester and had conditions imposed this semester	Academic staff	If possible, before the census date for early intervention. Prior to re-enrolment for end-of-semester Academic Progress Review.
Contact the student via email to arrange a time to attend an Academic Progress Review (APR) meeting with the Head of Program or delegate to discuss their progress	Course Administrator	
Meet with the student to discuss their progress and include the following: <ul style="list-style-type: none"> • feedback on progress to date • discuss any issues the student is experiencing and approaches to resolve • advise student of available supports and resources and how to access these to assist with improving their performance • assist the student to develop their own improvement plan with key actions to help them improve their performance during the semester 	Head of Program or delegate and student	If possible, before census date for early intervention. Prior to re-enrolment for end-of-semester Academic Progress Review. Actions may include: <ul style="list-style-type: none"> • Attending academic skills support sessions • Joining a study group • Attending counselling • Reducing work commitments • Reducing study load
Develop an agreed Improvement Plan including details of follow-up meeting(s) to discuss progress and ensure ongoing support is provided to improve academic performance	Head of Program or delegate and student	Copy of improvement plan maintained by both student and Head of Program or delegate
If an international student, load copy of improvement plan on International Student List on SharePoint	Course Administrator	For all international students with an intervention strategy/improvement plan
Download and complete Amendment to Enrolment Form from Strata if part of intervention strategy	Head of Program and Course Administrator	Includes adding a subject, withdrawing a subject and withdrawing from a course
Download and complete Reduced Study Load Application Form for international students if part of the intervention strategy	Head of Program or delegate	

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Forward completed Amendment to Enrolment Form to Academic Registry to process the change on Strata	Course Administrator	
Forward completed Reduced Study Load Application Form for international students to International Office	Course Administrator	
Continue to monitor students' academic performance during the semester	Head of Program or delegate and Academic staff	
Schedule a follow up APR meeting(s) as required and advise the student via email of the date and time	Course Administrator	As agreed in the Improvement Plan or as required.
Meet with the student to discuss their progress and include the following: <ul style="list-style-type: none"> • discuss completed actions included in the improvement plan and if progress has improved/not improved • Acknowledge student for improvements • If progress has not improved, explore other approaches to assist the student to improve their academic performance and update improvement plan • Advise the student that if their performance does not improve by the end of the semester they may be required to attend an APP • discuss any other issues the student is experiencing and approaches to resolve 	Head of Program or delegate and student	
Action any agreed changes to the improvement plan and any enrolment changes	Head of Program or delegate and student	
Load revised copy of improvement plan on International Student List on SharePoint	Course Administrator	For all international students with an intervention strategy/improvement plan
Continue to monitor students' academic performance during the semester	Head of Program or delegate and academic staff	

3.2 Unsatisfactory Progress process

Students will have demonstrated Unsatisfactory Progress if they:

- fail 50% or more of the total credit points in which they are enrolled for that semester;
- fail a specific subject for the second time; or
- will not complete the course within the normally expected timeframe.

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Students demonstrating Unsatisfactory Progress will be required to attend an Academic Progress Review (see process table above) with the Head of Program/Course Coordinator or delegate. Their progress will continue to be considered unsatisfactory until they have completed a semester with no fails.

Students will have demonstrated Continued Unsatisfactory Progress if they:

- fail 50% or more of the total credit points in which they are enrolled for two successive semesters;
- fail a specific subject for the third time;
- fail to meet conditions specified by a previous Academic Progress Panel; or
- fail to meet the target date for completion of the course agreed at an Academic Progress Review or Panel meeting.

Students demonstrating Continued Unsatisfactory Progress will be required to attend an Academic Progress Panel (see process table below). An Academic Progress Panel can set conditions for any future enrolment or exclude a student from the course. Their progress will continue to be considered unsatisfactory until they have completed a semester with no fails.

Students subject to a condition specified by an Academic Progress Panel will be considered as At Risk in the subsequent semester.

Task	Responsibility	Notes
Generate a Student assessment report detailing assessment items for each student by subject from Moodle following marking process	Course Administrator	Refer to Educational Technology Hub for assistance
Identify students who meet Unsatisfactory Progress and report to Chief Examiners Meeting	Results Review Meeting	Refer to Student Academic Progress (HE) Policy for criteria. Include WN when identifying unsatisfactory progress students. Do not include the following enrolment status WNA, WE and W.
Confirm students who meet Unsatisfactory Progress	Chief Examiners Meeting	
Schedule Academic Progress Panels (APP) in consultation with Director of Higher Education	Head of Program and Course Administrator	
Complete APP running sheet and submit to Director of Higher Education to generate APP letters	Course Administrator	
Send notification (via letter or email) to identified students to attend an Academic Progress Panel (APP) no later than 5 working days prior to the meeting (cc International Office)	Course Administrator	Include request to prepare and forward submission 5 working days from the date on the notification (letter or email) to attend APP demonstrating changes in circumstances and an action plan to improve academic

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		<p>performance and continue with studies</p> <p>Include reference to support person attending the APP</p> <p>Include reference to International Office if an international student</p> <p>Include web link to the Student Academic Progress (HE) Policy</p>
Forward submission and confirm attendance at the APP meeting 5 working days from the date on the notification (letter or email) to attend APP	Student	
Prepare documentation for the meeting	Course Administrator	
Review student submissions and other relevant documentation prior to the meeting	Academic Progress Panel	
Attend the APP meeting to discuss circumstances and plan to improve performance for continued study	Academic Progress Panel and student	Where a student does not attend the APP, the panel will consider the submission (if provided), the student's academic record, any special consideration requests and determine the outcome in the student's absence
Consider circumstances and determine outcome	Academic Progress Panel	Refer to Student Academic Progress (HE) Policy for outcomes
Document outcomes of APP meetings	Course Administrator	Maintain records of the meeting
<p>Prepare and distribute outcome letters to students within 5 working days of the APP meeting</p> <p>Where the panel has determined to exclude an international student ensure intention to exclude along with the 20 working day appeal period is included in the outcome letter</p>	Course Administrator	Letters signed by Chair of Panel
Advise the International Office Compliance Officer of any international student APP outcomes and load copy of outcome letter on International Student List on SharePoint	Course Administrator	
Action outcomes of APP prior to the commencement of the following semester	Head of Program or delegate and student	This may include the student amending their enrolment for

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		the following semester, taking a leave of absence, being excluded from the course
Refer to the outcomes of APP meetings at the Chief Examiners Meeting at the end of the following semester	Chief Examiners Meeting	

3.3 Appeals and Complaints process

A student who has concerns following their Academic Progress Review meeting should contact the Head of Program or Course Coordinator in the first instance. If the student is unable to satisfy any concerns after that contact, they can lodge an Academic Progress Appeal.

Students who attend an Academic Progress Panel meeting and are dissatisfied with a decision of the Academic Progress Panel can appeal the decision. All other students can submit a complaint through the Student Complaints and Appeals Policy and Procedure.

Students who are excluded from the course for 12 months will be required to re-apply for admission to the course through the normal application process.

Task	Responsibility	Notes
Submit an appeal including grounds for appeal and reasons within 20 working days from the date on the outcome letter from the Academic Progress Panel to the Director Higher Education	Student	Student to remain enrolled during the appeal period. A student may appeal under the following circumstances: <ul style="list-style-type: none"> • There is evidence that a procedural irregularity has occurred • There is new or supplementary information not previously available or considered at the time of the meeting • There is evidence of prejudice or bias • There is evidence that the condition or penalty is unreasonable or excessive.
Receive applications and advise International Office Compliance Officer of any international students who have submitted an Appeal	Office of Director Higher Education	
Consider the appeal submission along with any supporting documentation, the student's academic record, APP decision and reasoning	Appeal Panel	
Determine outcome and advise student within ten working days of receipt of appeal	Appeal Panel	Cc Head of Program Advise International Office Compliance Officer of

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		international student outcomes
If the original decision is changed, action the change and continue monitoring the student's progress in the following semester	Head of Program/ Academic staff/ Course Administrator/ International Office Compliance Officer	
If it is determined that the student should be excluded, complete an amendment to enrolment form to withdraw the student from the course and forward to Academic Registry	Head of Program and Course Administrator	
Withdraw the student from the course within five working days and advise the International Office Compliance Officer of any international students excluded from a course	Academic Registry	Include a note on Strata that the student has been excluded from the course for 12 months
Report international students to the Department of Immigration and Border Protection	International Office	

4. Supporting Documents and Templates

Melbourne Polytechnic Policies and Procedures

[Academic Progress \(HE\) Panel Terms of Reference Amendment to Enrolment Form](#)
[Chief Examiners Meeting \(HE\) Terms of Reference](#)
[International Students Reduced Study Load Application Form](#)
[International Students Extension of Course Duration Policy](#)
[Selection and Admission \(HE\) Procedure](#)
[Student Academic Progress \(HE\) Policy](#)
[Student Academic Progress \(HE\) Improvement Plan](#)
[Student Complaints and Appeals Policy](#)
 Academic Progress Flowchart: Appendix 1

Legislation

[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 2007 \(National Code 2007\) - Standard 10](#)

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5. Procedure Control

Approving authority	<i>Academic Board</i>
Date approved	<i>6 June 2019</i>
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Procedure category	<i>Learning and Teaching</i>
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Appendix 1

ACADEMIC PROGRESS FLOWCHART

