1 Purpose and Scope

Excelsia College students are normally expected to maintain satisfactory academic progress by passing all units in which they are enrolled. The College’s Academic Progress Monitoring and Intervention Procedure supports this goal by outlining strategies for monitoring course progression, identifying students who may be at risk of failing, and intervening to assist them in attaining their academic goals.

The College encourages open dialogue between staff and students so that academic problems and difficulties can be identified and overcome before that affect course progression.

The following regulations prescribe satisfactory academic progress:

- A student who does not pass 50% of their enrolled units in any semester has not maintained minimum academic progress and is at risk of not being allowed to continue in the course.
- Additionally, a student who has failed a unit twice is not permitted to enrol in that unit again unless the School Moderation Committee determines that exceptional circumstances apply.
- Overseas students who do not maintain minimum academic progress (i.e. who do not pass 50% of the units they attempt in any semester) also violate the conditions of their student visa, as set out in Section 19 of the Education Services for Overseas Students Act 2000, and Excelsia College must report such students as breaching the course progression requirements of the Act.

2 Responsibility

The following people have a responsibility in relation to this procedure:

- Lecturers
- Heads of School
- Registrar
- Student Grievance Committee
- Academic Board

3 Procedure

Staff will employ the following strategies and guidelines to monitor and support student progression.

- Before each semester commences the Head of School monitors the assessment processes in the School to ensure appropriate student loads and scheduling of requirements.
- During semester Lecturers monitor the academic progress of students in their units, engaging the students in early assessment wherever possible to enable the Lecturer to identify possible problems and intervene with clarification, assistance and recommendations. Lecturers will document all such intervention strategies for the class file.
- If difficulties persist the Lecturer will normally consult with the Head of School who will also talk with the student. Strategies discussed may include advising the student to:
- complete an academic skills program
- receive individual case management
- attend counselling
- receive assistance with personal issues that are influencing progress
- be placed in a suitable alternative unit or course
- reduce their course load.

The Head will formalise the discussion in the form of a letter notifying the student that he/she is at risk of not passing the unit(s) and advising strategies to give the student the best opportunity of succeeding.

- At the end of the semester the Head produces a progression report as part of the moderation process. A student will be identified as “at risk” when, in any given semester the student:
  - does not pass 50% or more of the enrolled units, or
  - fails a unit for the second time, or
  - fails to meet any conditions previously imposed on the student’s enrolment, or
  - fails to complete the course in the maximum period allowed.

- Each such student will be discussed during moderation, and included in the Moderation Report to the Academic Board, together with recommendations for intervention. While the Academic Board may overrule in any particular case, the normal interventions are as follows:

- **Probation**
  - Students who do not pass 50% of their enrolled units are placed on probation for the following semester. They receive with their results a written formal notification from the Registrar that they have not maintained satisfactory academic progress and are therefore at risk of not being able to complete the course. This letter will inform the student that any failure in the probationary semester will result in a request to Show Cause to the Academic Board why they should not be excluded from their course. The letter will also direct the student to meet with the Head of School to canvass strategies for improving the student’s chance of academic success and to develop an agreed course plan, one copy of which stays with the student while the second copy is placed in the student file. The Head or an assigned Case Manager will monitor students at risk during their probationary semester.
  - A student who has failed a required unit for a second time will receive a similar notification about being placed on probation because they have not maintained satisfactory academic progress. This student would also be referred to their Head of School for advice and support, but warned that a third failure in this unit will lead to a request for the student to Show Cause why they should not be excluded from the course.
  - The Head of School will monitor the progress of any student on probation, and may assign a Case Manager who can encourage the students to identify and address any personal issues that may be influencing academic progress. The Head or Case Manager will remind the student of support services they can access, and will ensure international students comply with their visa conditions. Students who wish to take a Leave of Absence or reduce their study load can discuss this with the Head.
  - In the case of overseas students who have failed more than 50% of the course requirements in a semester, the written formal notification includes a warning that failure to achieve passing grades for all units in their probationary semester will result in them being reported to the Department of Immigration and Citizenship (DIAC) as not meeting the course progression requirements. Students will be warned that this will normally lead to the cancellation of the student’s visa.
  - Any formal notification from the Registrar will refer students to the College’s Academic Grievance Procedure and advise them that they are able to appeal within 20 working days.
Showing Cause, Exclusion, Reporting

- **Identifying students who are required to Show Cause.** Students on probation who do not pass all the units they attempt in their probationary semester are required to ‘show cause’ why they should not be excluded from their course.

- **Managing students required to Show Cause.** As soon as possible following the release of semester-end results students identified as needing to Show Cause will receive a formal letter from the Registrar with their results, advising them to Show Cause to the Academic Board why they should not be excluded from the course. The ‘Show Cause’ letter will advise the student that:
  - they have been at risk of failing to maintain satisfactory academic progress;
  - they are now formally required to show cause within 10 working days why they should not be excluded from the course;
  - failure to show cause will lead to automatic exclusion from the course;
  - they should approach their Head of School for advice and/or assistance.

- Students must respond to the ‘Show Cause’ letter in writing within the time period set out in the letter to enable progression to the next semester if approved. The response must indicate in one page or less:
  - the reasons for their previous performance, supported by documentary evidence
  - any remedial action undertaken since they were advised of being at risk, and
  - how they intend to improve their academic performance if permitted to continue.

- The written response and documentary evidence will be considered by the Academic Board. The student may elect to be interviewed in person, in which case the Academic Board will appoint a subcommittee for this purpose. The student may bring a support person who is not a legal representative and who will have no right of speech except by invitation of the convenor. The subcommittee will make a determination based on the student’s previous academic record and information provided.

- If the student is determined to make satisfactory progress, the Academic Board or its subcommittee may permit the student to continue for one more semester of probation, with specified enrolment conditions.

- If the student does not demonstrate determination to make satisfactory progress, the Academic Board may exclude the student from the course, or exclude the student from the course for a specified period.

- The Registrar writes the formal notification of the outcome of the ‘Show Cause’ review, advising the student that they are able to access the student grievance procedures to lodge an appeal within 20 working days if they believe the assessment has been made in error. The Registrar will not process a course exclusion until the 20 days appeal period has passed and any appeal processing has been finalised. In hearing this grievance, the Student Grievance Committee may only determine if the Academic Board has followed due process.

- The Registrar also reports to the Department of Immigration and Citizenship (DIAC) any overseas student who is not able to complete their course within the terms of their student visa. The directions and forms for reporting non-compliance with student visa conditions through unsatisfactory course progress are available on PRISMS (*Reporting Quick Reference Guide*). The Registrar will not report a student for non-compliance with student visa conditions until the 20 days appeals period has passed and any appeal processing has been finalised.

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1 The Review of Progress Procedure of the University of Newcastle is gratefully acknowledged in the 2009 review of this procedure.
4 References and Documentation

Academic Progress Monitoring and Intervention Policy (PO-STU-05)
Assessment Policy (PO-STU-03)
Assessment Procedure (WP-STU-27)
Student Grievance Policy and Procedures (PO-STU-06)
University of Newcastle Review of Progress Procedure
Australian Universities Teaching Committee Assessing Learning in Australian Universities
Department of Education Employment and Workplace Training PRISMS
Education Services for Overseas Students Act 2000

DOCUMENT STATUS

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