


PROCEDURE		
Ref. to Legislative Frameworks: HESF2021: Standard 1.4 / 2.4 / 3.3 / 5.3 / 6.3 National Code 2018: Standard 6 and 8	Student at Risk and Academic Support (Higher Education)	
Version: 4.6	Approved by: Academic Dean	Approved on: 07/07/2023 Review by: 07/07/2025

Revision History

Version	Description of Change	Procedure Developer	Effective Date
4.6	Updated to HESF 2021 Some definitions are updated. Some responsibilities updated. Included a reference to TEQSA guidance note Removed policy statement from procedure	Compliance Manager and Academic Dean	07/07/2023
4.5	Replaced references to Program Director with Associate Dean (Education)	Compliance Manager	21/09/2021
4.4	<ul style="list-style-type: none"> • Amended the procedure • Added a flowchart on Managing Student at Risk . • Added references to National Code 2018 • Added a statement which requires students to study in the summer semesters should a student fails any subjects during his/her study. • Modified student at risk definition. • Added the Academic Support Officer and Program Director Responsibilities. 	Acting Chair, Academic Quality and Integrity and Compliance Manager	07/01/2020
4.3	<ul style="list-style-type: none"> • Modified for compliance to National Code 2018 	Academic Dean	06/04/2018
4.2	<ul style="list-style-type: none"> • 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

4.1	<ul style="list-style-type: none"> • Changed the template to be consistent with Academies Australasia • Added references to HESF2015 • Updated organisational references • Replaced “Department of Immigration and Citizenship” with “Department of Immigration and Border Protection” 	<p style="text-align: center;">Head of Student Services Quality Assurance Support Officer</p>	01/03/2016
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PURPOSE

This procedure implements the principles that apply to identify 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.

The National Code 2018 (Standard 6) requires AAPoly to offer reasonable support to overseas students, irrespective of their place or mode of study, at no additional cost to the overseas student and ensure there is sufficient staff, in addition to academic staff, to support and advise overseas students who request assistance.

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.

The Higher Education Standards Framework (Threshold Standards) 2021 requires AAPoly to monitor and analyse student performance data. According to TEQSA, this as a key component of a provider's self-assurance processes.¹

SCOPE

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

¹ TEQSA Guidance note: Monitoring and analysis of student performance. Available at <https://www.teqsa.gov.au/guides-resources/resources/guidance-notes/guidance-note-monitoring-and-analysis-student-performance>, sighted 03/07/2023

DEFINITIONS

Students At Risk (SAR)	Student is considered “at risk” of not being successful in his/her course of study when the student have less than 50% attendance rate by week 3. Being “At risk” means that the student may fail to complete their course within the planned period of study.
Full study load	For a 3-year bachelor course, the full study load is 4 subjects per semester.
Planned period of study	The planned period of study for an international student is the period covered by the Confirmation of Enrolment registered at the Department of Home Affairs. For domestic students, the planned period of study is the typical duration of the course as defined by AAPoly.
Enrolment	The selection of specific subjects to be studied during a semester. Subjects enrolled will be shown on academic transcripts unless withdrawn without academic penalties as approved by the Academic Dean.
Satisfactory Academic Standing	A student should maintain a status of satisfactory academic standing in order to continue his or her course of study and to complete his/her studies within the planned period of study. At AAPoly, a “satisfactory” academic standing refers to the successful completion of at least 50% of the enrolled subjects within a semester.
Unsatisfactory Course Progress	A student is considered having unsatisfactory course progress if the student has failed more than 50% of the subjects (e.g. 3 out of 4 or 2 out of 3 subjects) in two consecutive semesters or the student is unable to complete his/her course of study within the time permitted.
Show Cause	It means when a student is making unsatisfactory progress in their studies, they are asked to provide justification why they should be allowed to retain a place in the course.
Probation	Period of supervision over the student to ensure compliance with the intervention strategies implemented.

STUDENT SUPPORT AND MONITORING

Student Support:

1. **Before course commencement**, students are informed about their visa conditions in regards to course attendance and course progress and AAPoly's obligations to monitor course progress and to report to the regulatory bodies regarding international 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 tutorials and library research skills development as part of their learning support. Throughout their studies, students can access further academic support services.
3. **If a student has English language difficulties**, either self-identified or referred by Lecturers, the Associate Dean (Education) arranges English language support for the student as soon as practicable.
4. **If a student has difficulties with their assessment tasks**, they are encouraged to discuss this first with their lecturers. Mutually agreed actions may be the extension of time for assignments or additional tutorial provision for challenging topics.
5. **If the student requires or is referred by the Lecturers to the Associate Dean (Education)**, the student will have access to academic counselling provided by one of the members of the AAPoly Academic Team which comprises the AD, Associate Dean (Education), 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 upon between the Academic Counsellor and the student will be recorded in the student's file (in Paradigm), for future reviews.

Student's Study Plan

1. Each student enrolled in a course will have a study plan.
2. The study plan provides the structure, sequence and progress of the student through the course.
3. 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.
4. If a student does not demonstrate satisfactory progress, some options will be discussed and evaluated between the Associate Dean (Education) and the student at the time of re-enrolment.
5. A range of intervention strategies and pathways will be discussed, taking into consideration the student's progress and counselling throughout the semester.
6. Any decisions taken will be recorded in the study plan and the Intervention Strategy Record form for further review during the semester.

PROCEDURE

Early Identification of Students at Risk

1. The Lecturer records attendance at every class.
2. The Academic Support Officer (ASO) generates a list of students whose attendance is less than 50% by week 3 of the semester. These students are identified as Students at Risk (SAR).
3. The Early Warning letter is issued by the Student Services in liaison with the ASO to the student indicating that he/she is at risk of not achieving satisfactory course progress due to unsatisfactory attendance.
4. The Early Warning letter advises the student to contact the Associate Dean (Education) for a one on one meeting by Friday of the fourth week of the semester. If the student does not contact the Associate Dean (Education) by Friday of week 4 of the semester, he/she will be issued a Non-contact Intention to Report (ITR) letter within 10 working days.
5. When the student attends the meeting with Associate Dean (Education), the Associate Dean (Education) discusses with the student their class attendance issues, LMS engagement, and course progress, and sets up an intervention program. Student agrees with the intervention strategies (referred to in the Intervention Strategy Section under Procedure) to be implemented to support the student during the semester. Any intervention measures implemented are documented on Paradigm.
6. If the student does not comply with the agreed intervention strategies, he/she is issued with an ITR Letter via email within 10 working days. (Student Services in consultation with Associate Dean (Education) generates a list of students to be reported).
7. If an ITR is issued to the student, the ITR letter informs him/her of the College's intention to report their breach of the student visa condition to maintain satisfactory course progress to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of his/her right to appeal this decision, and the student will have 20 working days to appeal the decision.
8. If the student wants to appeal, the student needs to prepare a show cause letter, fill in an appeal form, and lodge it with Student Services. Please refer to Complaints and Appeals Procedure for further details.
9. The student either accepts the decision made by the College or lodge an appeal to the Overseas Students Ombudsman (OSO). If that takes place, the OSO will review the case and forward its decision to AAPoly Student Service. Where the student has chosen not to access the complaints and appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting the College, Student Services must notify the Department of Education and Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress within 31 days of finalising the decision to report in accordance with Section 19 of the ESOS Act.

Managing Students with Unsatisfactory Course Progress

1. If the student's end of semester result indicates that he/she has failed more than 50% of the allocated subjects at the end of the semester, the Student Services Officer in liaison with ASO issues a Non-compliant Rate of Course Progress Letter (CPL) to the student via email before the commencement of the following semester, indicating that he/she is at risk of not achieving satisfactory course progress. If the student does not contact Associate Dean (Education) by Friday of the first week of the semester, he/she will be issued a Non-contact ITR letter within 10 working days.
2. Student attends meeting with Associate Dean (Education). Associate Dean (Education) discusses with the student their course progress issues, and sets up an intervention program. Student agrees with the intervention strategies to be implemented to support the student and the student is enrolled into new subjects by the Associate Dean (Education). The student is also placed on probation for the following semester. The intervention strategies are documented in the Intervention Strategy Record form and uploaded in Paradigm.
3. If the student does not comply with the agreed intervention strategies, he/she is issued with an ITR Letter via email within 10 working days. (Student Services in consultation with Associate Dean (Education) generates a list of students to be reported).
4. If the student fails more than 50% of the course requirements in the subsequent semester, the student is then issued with an ITR Letter via email. (Student Services in consultation with ASO generates a list of students to be reported).
5. If the student is issued with an ITR letter, the ITR letter informs them of the College's intention to report their breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision.
6. If the student wants to appeal, the student needs to prepare a show cause letter, fill in an appeal form, and lodge it with Student Services. Refer to Complaints and Appeals Procedure for further details.
7. Where the student has chosen not to access the complaints and appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting the College, Student Services must notify the Department of Education and Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress within 31 days of finalising the decision to report in accordance with Section 19 of the ESOS Act.

Intervention Strategy

For students who have been identified at risk of not meeting, or have not met, course progress requirements, the following support services or intervention strategies may be implemented to assist the student. Other options may also be considered based on the circumstances and student's specific needs.

1. **Attend academic skills workshop(s)** on skills such as essay and report writing, meeting assessment requirements, time management, research skills, academic referencing and plagiarism provided by support staff.
2. **Attend English Language support workshops** to improve the student's oral and written Communication.
3. **Meet regularly** with the Associate Dean (Education) or delegate.
4. **Access (or continue to access) counselling service** via the AAPoly Student Counsellors.
5. **Refer the student by Student Services to external organisations** for assistance such as Medical Doctor or Counsellor to receive assistance with personal issues influencing progress.
6. **Receive appropriate mentoring support** which may be provided by a Student Mentor, Lecturer, or the Associate Dean (Education).
7. **Change subject enrolment** (reduce study load) for a particular semester.
8. **Change course** to a more suitable program.
9. **Meet specific attendance requirements** for a subject(s) (to be specified).
10. **Enrol in the summer semester** to catch up with their study and meet the study plan timeframe.

Change of Course

The student may be advised to change course as part of the intervention process, or the student advises the Associate Dean (Education) of his/her intention to change course. The student must submit a request in writing to the AD within the first week of the semester for assessment and approval.

Note: Students must satisfy the minimum course progress requirements of the course or has demonstrated an active attempt at resolving course progress issues prior to applying to change the course.

Once the application is approved, the student gives the signed form to Student Services for processing and pays the relevant fee. Student Services will enter the variation to the student's eCoE in PRISMS and advise the day the student changes their course. Student Services provides the student with the eCoE for the new course.

Internal and External Appeal

1. The student has the right to appeal a decision made by AAPoly to report the student from the course.
2. If the student chooses to appeal this decision, they have 20 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:
 - Write a "Show Cause Letter" explaining why they should not be excluded and what they will do differently to improve their academic performance.
 - Maintain their attendance and continue to work towards completing the course requirements.

AAPoly must maintain the student's enrolment until the appeal process is completed.

3. If the student chooses not to make an appeal or withdraws from the appeal process, the student will be reported to the regulatory bodies.
4. 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 will be required) but are not limited to:

- 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 or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).
- where AAPoly was unable to offer a pre-requisite unit, or the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

Reporting to the Department of Home Affairs

When the student is identified as in breach of a condition of the student visa, after an unsuccessful appeal, Student Services notifies the Department of Education and Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress within 31 days of finalising the decision to report in accordance with Section 19 of the ESOS Act. The student will be notified of the report.

RESPONSIBILITIES

- **Academic Dean (AD)** maintains this procedure and is responsible for disseminating the procedure to all students and staff. The AD also assesses change of course applications.
- **Lecturers** are responsible for recording student class attendance and liaising with ASO about student's academic performance.
- **Associate Dean (Education)** is responsible for providing academic advice to students and implementing appropriate intervention strategies. The Associate Dean (Education) 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 Associate Dean (Education) also considers common academic problems as inputs for curriculum review or design, and provides reporting on academic interventions.
- **Academic Support Officer (ASO)** generates the list of students at risk of unsatisfactory course progress and liaises with Students Services when issuing warning and ITR letters. Monitors students' attendance and performance placed in the intervention strategy program in liaison with Lecturers, Course and Program Coordinators and keeps the Associate Dean (Education) updated with their progress.
- **Student Services (SS)** is responsible for issuing the warning and ITR letters to SAR in liaison with ASO.

FEEDBACK

Queries or feedback about this procedure should be directed to the AD through academicdean@aapoly.edu.au. The AD will respond to the written question or feedback within two (2) weeks from 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

Source	Document Title
Internal	Student at Risk and Academic Support (HE) Policy
External	Higher Education Standards Framework (Threshold Standards) 2021
	National Code of Practice for Providers of Education and Training to Overseas Students 2018
	TEQSA Guidance Note: Academic Governance