



Document Control

Title	Course Progress and Intervention Policy
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Approver	Academic Board
Version date	1 May 2016
Date of approval	3 May 2016 (under delegation made on 15 April 2016)
Date of next review	01 July 2018

Course Progress and Intervention Policy

1. Introduction

King's Own Institute (KOI) *Course Progress Intervention Strategy* is designed to provide students and staff with guidance and advice on what is considered satisfactory course progress. It includes the *Intervention Strategy* for students at risk of not achieving satisfactory course progress under their international student visa requirements.

In developing this Policy, KOI has taken into account the [ESOS Act 2000](#), *Standards 9 and 10* of the [National Code 2007](#), [Australian Qualifications Framework \(AQF\) 2013](#), the [Higher Education Standards Framework 2011](#), and intervention mechanisms used by other higher education providers.

2. Scope

This Policy applies to all undergraduate and postgraduate courses delivered by KOI.

3. Definitions

<i>Course progress</i>	Assessed advancement by a student within a course toward the completion of that course. Also referred to as academic progress.
<i>Domestic student:</i>	An Australian citizen or a permanent resident of Australia.
<i>Exclusion:</i>	Exclusion for unsatisfactory course progress means the student's enrolment is cancelled and they are precluded from any re-enrolment at KOI during the period of exclusion. At the expiration of a period of exclusion, the student does not have automatic right of re-admission to the course, or to KOI, and must apply for re-admission. During a period of exclusion, a student's enrolment will be terminated and the student will not be entitled to use KOI's facilities. See the <i>Student Academic Misconduct Policy</i> and the <i>Student Charter</i> for more details.
<i>Intervention strategy</i>	The approach used by KOI to support students at risk of not achieving satisfactory course progress.
<i>International student:</i>	A student who is not a domestic student, including students on temporary residence visas (also known as an Overseas Student under the <i>ESOS Act</i>)
<i>Learning contract:</i>	An individual plan to provide academic support and/or personal counselling to a student identified at risk of not achieving satisfactory academic progression.
<i>Satisfactory course progress</i>	A student engages actively in their subjects by attending classes, using learning resources, completing assessment, passing 50% or



more of the subjects attempted in each trimester and not failing any core subject for a second time.

Student at academic risk

A *student at academic risk* is a student who fails to demonstrate satisfactory course progress.

Suspension:

Suspension for unsatisfactory course progress is the barring of a student from attendance at KOI for a specified period of time. At the conclusion of a period of suspension, the student has automatic right of resumption of study in their original course or a course deemed to be equivalent by KOI. During a period of suspension, a student's enrolment will be terminated and the student will not be entitled to have access to KOI's premises or facilities.

Unsatisfactory course progress

A student at academic risk who does not follow the terms of their learning contract, or does not pass 50% or more of the subjects attempted after being identified as at academic risk, or fails a core subject three times.

3. Policy Principles

The principles guiding this policy are:

- All students shall be treated fairly and openly.
- All students are responsible for their own course progress.
- Appropriate learning and other support should be offered to students identified as at academic risk of not achieving satisfactory course progress.
- Appropriate information should be made available to students identified as at academic risk of not achieving satisfactory course progress regarding their course status.
- The principles of equity, consistency, transparency, procedural justice and procedural fairness are observed.

4. Course Progress

Course Progress is assessed using the final results for all subjects studied to date and progress in subjects in which the student is currently enrolled.

Satisfactory course progress during the trimester is achieved or maintained when a student engages actively in their subjects by attending at least 80% of their classes and using learning resources on Moodle and completes assessment tasks satisfactorily and on time.

Satisfactory course progress at the end of the trimester is achieved or maintained when a student gains a Pass grade or better (see *Assessment and Assessment Appeals Policy* for more detail) for 50% or more of the subjects studied during the trimester and does not fail any core subject for a second time.

A student is identified as a **student at academic risk** if the student fails to demonstrate satisfactory course progress (as described in Section 5 below) during or at the end of a trimester, regardless of the reasons. As a result, KOI will place the student on a **Learning Contract** which will be tailored to the individual student's circumstances. The Learning Contract is designed to assist the student to return to satisfactory course progress at the next review. Students who are allowed to enrol after the end of the formal enrolment period will also be placed on a Learning Contract to ensure appropriate monitoring and support.

Unsatisfactory course progress arises when a student at academic risk does not follow the terms of their learning contract, or does not complete assessment tasks satisfactorily, or does not pass 50% or more of the subjects attempted at the end of a trimester after being identified as at academic risk, or



fails a core subject three times. As a result, the student may be at risk of not being able to complete their course within the maximum time for enrolment, or within the timeframe specified in their eCoE.

Maximum length of enrolment. Failure to complete a course within a reasonable time (like failing the same unit three times, or passing less than half of the credit points for which they were formally enrolled in a calendar year) can be an indicator that a student needs to review their circumstances.

The maximum time to complete a course will be three times the duration of the course for a full-time student. Students who fail to complete in this time will be excluded for a period of two years.

If a student transfers from one course to another, the maximum time for completion of the second course will be the period specified for that course less the time the student has been enrolled in the first course. Periods of approved intermission of studies are not counted for the purpose of this policy. However students do not have the right to prolong their studies by taking periods of unapproved leave of absence.

A student may also be identified at academic risk during a trimester should KOI staff come to be aware of

- academic misconduct (see the *Student Academic Misconduct Policy*),
- an ongoing, serious medical situation,
- some other compelling circumstance beyond the control of the student, but which is likely to prevent the student achieving satisfactory academic progress for the trimester.

In such circumstances, the student will be referred to the Academic Manager for counselling and assistance.

5. Monitoring

Monitoring academic progress is the responsibility of the Deputy Dean (as assigned) and actively carried out by the Student Services Manager.

5.1 Attendance

KOI monitors student academic progress to identify *Students at Academic Risk*.

It is KOI policy that a student should maintain an 80% attendance rate to maximise their ability to achieve satisfactory course progress. This policy is based on extensive research internationally and from KOI's own academic records, which indicate a direct correlation between attendance and satisfactory course progress.

As a result, KOI records and monitors attendance and performs a routine attendance check in weeks 4 and 8 of each trimester. Students with less than 80% attendance are contacted via email, to remind them of their study obligations. Students with less than 80% attendance, or who continue to demonstrate poor attendance will be required to attend an interview with a designated Student Services Officer to discuss the situation and, if required, consider assistance under the Intervention Strategy.

5.2 Learning Resources

As well as weekly classes, KOI provides important learning resources in the Library and on Moodle. In most cases, assignments must be submitted via Moodle. KOI relies on students to regularly check the KOI email and announcements about their subjects on Moodle and the KOI website. Students who do not engage with these resources, or respond to emails from KOI, may be contacted by a Student Services Officer to discuss assistance under the Intervention Strategy.



5.3 Assessment during the trimester

Assessment marks during the trimester are monitored by the lecturer / tutor. In the event that a lecturer or tutor identifies a student who is having difficulties in submitting assessments tasks on time, or is performing poorly, they may discuss the situation with the student in an attempt to resolve any issues, identify support that is available, assist the student with study / research recommendations, and/or refer the student to the Educational Development Centre.

Students who do not submit an assessment task may be contacted by a Student Services Officer to discuss assistance under the Intervention Strategy.

5.4 Grades in subjects

All results are examined after final grades are published, and students who have:

- failed more than 50% of the subjects studied, *or*
- have failed a core subject for the second time,

are identified as *Students at Academic Risk*, and referred to the Academic Manager to commence the *Intervention Strategy*. Where the student has already been identified as at academic risk, the assessment will be converted to unsatisfactory course progress.

6. Intervention Strategy

The Intervention Strategy starts when students are identified at academic risk (see *Monitoring Academic Progress (MAP) Procedures* for more detail). In the case of an international student, unsatisfactory course progress may result in the risk of students being unable to complete their course in the duration specified in their eCoE.

Students at Academic Risk will be identified and referred to the Academic Manager by the academic staff or a designated officer for review.

Students are notified they have been identified as a *Student at Academic Risk* via written communication.

1. Email in the first instance (to the student's KOI email address) identifying the reasons they have been identified as a student at academic risk, and advising them they must make an appointment to discuss their situation with the Academic Manager within a specified period of time.
2. Should no response be received within the specified period of time, the student is sent a formal letter, to the last provided address, containing the same information, with an appropriate deadline.
 - If no response is received, the matter is referred to the Deputy Dean for resolution and appropriate action. For international students, this may include referral to the Department of Immigration and Border Protection (DIBP) for a review of the student's visa status, and may include exclusion from KOI, and cancellation of their eCoE, with notification to the Secretary of the Department of Education via PRISMS (refer Standard 13.3 of the *National Code* and Section 19 of the *ESOS Act*).
 - The student will be advised of this intention via registered mail to the address last provided to KOI, with an explanation of the circumstances, notification of their right to appeal within 20 working days, and the KOI appeals process (see *KOI Complaints and Appeals Policy*).
 - If the student does not appeal, the 20 working day period expires and a report to DIBP is made.
 - If the student appeals, the appeals process is implemented.
3. When a student attends the interview with the Academic Manager, or Student Services Officer their risk status is discussed, and a Learning Contract is developed to assist them to return to



satisfactory progress. The student is required to sign a learning contract reflecting the agreement reached, including conditions which must be met by the student.

Students' names are added to the *Monitoring Academic Progress (MAP) Register* (see *Monitoring Academic Progress Procedures* for full details). All documents, records of interview etc., are added to student files.

The Student Services Manager, in consultation with the Deputy Dean, may take the following actions:

- Place the student on a reduced load of study with strict conditions.
- Require the student to attend the Educational Development Centre, or other support sessions, at no additional cost to the student.
- Require the student to meet regularly with the Academic Manager, or nominee, to discuss ongoing progress as outlined in the learning contract – the student may be required to demonstrate progress work on assessments at these meetings.
- Where the reason for *at risk* status is medical, KOI will consult and liaise, with the student's consent, with appropriate medical persons and/or organisations such as the student's doctor or specialists. **This is done under conditions of strict confidentiality.**

4. Students at academic risk who improve their performance, and meet the requirements for satisfactory course progress, are removed from the *Students at Academic Risk Register*. Students may, if they wish, continue to seek support and assistance as available to continue improvement in their progress.

5. Students who do not improve their performance, and fail to reach satisfactory course progress, by:

- Failing a core subject for the third time
- Failing more than 50% of the subjects studied for two consecutive trimesters
- Failing to satisfy the conditions of the learning contract or other agreed intervention strategy

are identified as making unsatisfactory course progress and may be reported to the relevant authority.

6. Where a student making unsatisfactory course progress has been allowed to continue at KOI and demonstrates satisfactory course progress at the end of the next trimester, the student will move back to the category of student at academic risk.

For international students, KOI is obliged by Standard 10 of the *National Code* to notify the student of KOI's intention to report for not achieving satisfactory course progress. The process is as follows:

- The student is issued with an *Intention to Report* letter.
 - As stated in the *Intention to Report* letter, the student has access to both internal and external appeal processes
 - Students wishing to appeal must notify KOI of this intention within 20 working days of receipt of the *Intention to Report* letter (this is deemed to be within five working days of dispatch of the letter via registered mail), otherwise they may be at risk of having their enrolment reported as cancelled.
 - KOI will not report any international student formally to DIBP until the student has no further avenues of internal appeal at KOI.

For domestic students KOI will notify the student of an intention to exclude, and follow a similar notification and appeal process as per the *Complaints and Appeals Policy*.

Only once all internal avenues of appeal have been exhausted, will KOI exclude a domestic student, or report an international student's enrolment as cancelled via PRISMS. All relevant documentation is placed on the student's file.



7. Reporting

The Academic Manager will provide a regular report from the Monitoring Academic Progress Register with an analysis of the number of students at each level, impact of the intervention strategy on their course progress and outcomes for each meeting of the Academic Board.

8. Privacy

KOI will maintain the confidentiality and privacy of student information. However, information collected from students may, as required in accordance with the Higher Education Support (HES) Act 2003 and other legislation be provided to the Department of Education, Department of Immigration and Border Protection and Commonwealth, State or Territory Government agencies.

KOI is bound by the *Australian Privacy Principles (APPs)* under the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, and the *Privacy Act 1988* with respect to the collection, use and disclosure of personal information. Please see the KOI *Privacy Policy* www.koi.edu.au for more detail.

***** End of Policy *****