

Course Progress and Intervention Policy

1. Purpose and Scope

The King's Own Institute (KOI) *Course Progress and Intervention Policy* provides students and staff with guidance and advice on what is considered satisfactory course progress. The policy 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 8 and 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code), Australian Qualifications Framework (AQF) Second Edition January 2013, the Higher Education Standards Framework (Threshold Standards) 2021* and intervention mechanisms used by other higher education providers.

The *Monitoring Academic Progress Procedures* supplement this policy and give operational guidance on implementation.

This Policy applies to all undergraduate and postgraduate courses delivered by KOI. Clauses related to course progression apply to students enrolled in award courses only.

2. Related Documents

The following documents relate to this policy:

- Student Complaints and Appeals Policy
- International Student Transfer Policy
- Student Academic Integrity Policy
- Student Academic Integrity Procedure
- Support for Students Policy
- Student Code of Conduct

3. Definitions

Course progress	The process of evaluating and assessing a student's academic progress throughout their enrolment at KOI
Domestic student	An Australian citizen, New Zealand citizen (or dual citizenship holders of either Australia or New Zealand), a permanent resident of Australia, or an Australian humanitarian visa holder.
Exclusion	Exclusion (for unsatisfactory course progress) means the student's enrolment is cancelled and they are excluded 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 KOI's Student Academic Integrity Policy and KOI's Student Code of Conduct for more details).
Intervention strategy	The approach used by KOI to support students at risk of not achieving satisfactory course progress.
International student	A student who is not a domestic student, including a student on temporary residence visas (also known as an Overseas Student under the ESOS Act)
Learning contract	An individual plan to provide academic support and/or counselling to a student identified at risk of not achieving satisfactory academic progression.
Monitoring Academic Progress (MAP)	An intervention strategy which identifies students at academic risk.
Notice of Intention to Cancel (NOITC)	Formal advice issued to a student who is at risk of cancellation of their eCoE (international students) or their enrolment.
Satisfactory course progress	A student who passes 50% or more of the subjects attempted in each trimester and does not fail any core subject for a second time.
Student Academic Integrity Support (SAIS)	A support program offered to students who breach academic integrity. It addresses academic integrity, research skills, referencing, generative artificial intelligence (AI) tools, paraphrasing, and familiarisation with Turnitin
Student at academic risk	A student who fails to demonstrate satisfactory course progress.
Suspension for unsatisfactory course progress	Suspension for unsatisfactory course progress is the barring of a student from attendance at KOI for a specified period. 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 who does not achieve satisfactory course progress.

4. 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 will be offered to students identified as at academic risk of not achieving satisfactory course progress.

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- Appropriate information will 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.

5. Course Progress

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

Satisfactory course progress is achieved or maintained when a student gains a Pass grade or better (see *Assessment and Assessment Appeals Policy* for more details) 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 **at academic risk** if they fail to demonstrate satisfactory course progress (as described above) at the end of a trimester regardless of the reasons.

Unsatisfactory course progress arises when a student does not achieve satisfactory course progress. As a result, a student may be at risk of not being able to complete their course within the maximum time for enrolment, or within the time specified in their eCoE.

Maximum length of time to complete a course will be three times the duration of the course for a full-time student. A student who fails to complete within this time will be excluded from KOI for a period specified elsewhere in this policy (see Section 8: Exclusions).

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 than 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, a student does not have the right to prolong their studies by taking periods of unapproved leave of absence.

A prospective student may also be identified at academic risk if they have a history of unsatisfactory academic progression in previous academic institutions prior to commencing studies at KOI. Such a student may be placed in KOI's Monitoring of Academic Progress (MAP) program. In such a case, the letter of offer issued to a student will contain a condition that informs them of this requirement.

A student may also be identified at academic risk during a trimester due to various personal and environmental factors such as:

- Health issues (physical or mental) impacting their academic performance
- Some other compelling circumstance beyond their control, but which is likely to prevent them achieving satisfactory academic progress for the trimester.
- Personal and environmental factors such as financial difficulties affecting their ability to continue studies,
- Significant personal or family circumstances
- Social or cultural isolation

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

6. Monitoring

Monitoring student progress is the responsibility of the Vice-President (Operations) and is actively carried out by the Associate Vice President (Operations), the Student Services Manager and the Student Services Team.

6.1 Early identification and intervention strategies

A student may be identified as requiring additional support without being deemed at academic risk. This identification may be through various indicators which include, but are not limited to:

- Less than 80% attendance rate.
- Learning resources on Moodle yet to be accessed
- Assessment tasks yet to be completed and/or submitted on time.

6.1a Attendance

KOI records and monitors attendance and performs a routine attendance check in Weeks 4 and 8 of each trimester. A student with less than 80% attendance is contacted via email, to remind them of their study obligations. A student with less than 80% attendance, or who continues to demonstrate poor attendance will be required to attend an interview with a designated Student Services Officer to discuss the situation and, if required, undertake a program of assistance under the *Intervention Strategy*.

6.1b 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 their KOI email and announcements about their subjects on Moodle and the KOI website. A student who does not engage with these resources can expect to be contacted by their lecturer/tutor and/or Subject Coordinator and/or Head of Program.

6.1c Assessment during the trimester

Assessment marks during the trimester are monitored by the lecturer / tutor. If a lecturer or tutor identifies a student who is having difficulties in submitting assessment tasks on time, or is performing poorly, they will normally discuss the situation with the student. This is to resolve any issues, identify support that is available, assist the student with study / research recommendations, and/or refer the student to the Learning Skills Centre.

Additionally, a student who does not submit assessment tasks during the trimester may be contacted by the relevant lecturer/tutor and/or Subject Coordinator and/or Head of Program to discuss assistance.

6.2 Repeated failures in subjects

All results are examined after final grades are published, and a student who has failed more than 50% of their subjects studied, and/or failed a core subject for the second time, is identified as at academic risk and referred to the Student Services Manager to commence the Intervention Strategy.

A student who has failed a core subject twice may be directed to complete the subject at another registered higher education institution and receive advanced standing for that subject at KOI. Such a student may only commence cross-institutional study with the prior written consent of the Vice President Operations (or delegate).

The Vice President Operations (or delegate) will approve the request for cross-institutional study if:

- The subject is relevant and beneficial to the student's course;

- The student has not already been granted the maximum number of credits as outlined in KOI's Credit Transfer Policy;
- The subject is at the equivalent Australian Qualifications Framework (AQF) level.

6.3 Academic Integrity Breach/Misconduct

Students who have proven academic integrity breach/misconduct will be managed in accordance with KOI's Student Academic Integrity Policy and Procedure.

7. 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 the student being unable to complete their course in the duration specified in their eCoE.

A student at academic risk will be identified and referred to the Student Services Manager or a Student Services Officer for review.

A student will be notified that they have been identified as at academic risk via written communication. The steps in this process are as follows:

1. Email in the first instance (to the student's KOI email address) identifying the reason(s) they have been identified as a student at academic risk and advising them that they must make an appointment to discuss their situation with the Student Services Manager.
2. Should no response be received within the specified period, the student will be sent a formal email to their last provided email address, containing the same information, with an appropriate deadline.

If no response is received, the matter will be referred to the Vice-President (Operations) for resolution and appropriate action. For international students, this may include referral to the Department of Home Affairs (DHA) 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 9 of the *National Code* and Section 19 of the *ESOS Act*).

The student will be advised of this intention by email sent to their last email address provided to KOI, with an explanation of the circumstances. The student will be advised to seek advice from DHA on the potential impact on their student visa. The student will also be notified of their right to appeal within 20 working days under the KOI Appeal process (see KOI Student Complaints and Appeals Policy).

If the student does not appeal within 20 working days, a report to DHA will be made.

If the student appeals within 20 working days, the Appeal process is implemented.

When a student attends the interview with the 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. The learning contract will be tailored to the individual student's circumstances and is designed to assist the student to achieve satisfactory course progress by the next review.

A student's name is then added to the *Students at Academic Risk Register*. All documents and records of interview are added to the student's file.

The Student Services Manager, in consultation with the Vice-President (Operations), may take the following actions:

- Place the student on a reduced load of study with strict conditions.
- Require the student to attend the Learning Skills Centre, or other support sessions, at no additional cost to the student.
- Require the student to meet regularly with the Head of Program (or delegate), to discuss ongoing progress as outlined in the learning contract – the student may be required to demonstrate progress 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.

Because of the intervention strategy for an international student, KOI may extend the duration of the student's enrolment. In such a case, KOI will advise the student to contact DHA to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

3. A student at academic risk who improves their performance and meets the requirements for satisfactory course progress for two consecutive trimesters, will be removed from the Students at Academic Risk Register. A student may, if they wish, continue to seek support and assistance as available to continue improvement in their course progress.
4. A student who fails to achieve satisfactory course progress, due to failing a core subject for a third time and/or failing more than 50% of their subjects for two consecutive trimesters and/or failing to adhere to the conditions set out in their learning contract, may be reported to the relevant authority (See Step 2 above).

A student identified as at academic risk must demonstrate two consecutive trimesters of satisfactory course progress before being able to exit KOI's course intervention program. If satisfactory course progress cannot be demonstrated after two consecutive trimesters, then for international students, Standard 8 of the National Code obliges KOI to notify the student of its intention to report the student for not achieving satisfactory course progress. The process is as follows:

- An international student is issued with a letter of Notice of Intent to Cancel (NOITC).
- As stated in the *NOITC* letter, the student has access to both KOI's internal and external appeal processes
- A student wishing to appeal must notify KOI of this intention within 20 working days of the date of issue of the NOITC letter, otherwise they may be at risk of having their enrolment reported as cancelled.
- KOI informs the international student of the need to seek advice from Immigration on the potential impact on his or her student visa.
- KOI will not report any international student formally to DHA until the student has no further avenues of internal and external appeal processes.

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

8. Exclusions

8.1 Unsatisfactory course progress

A student identified as making unsatisfactory course progress may be excluded from studying at KOI. When an exclusion applies, the student will not be permitted to enrol in any course for a period of two trimesters effective from the next teaching period.

8.2 Failure to complete within the maximum length of enrolment

A student who fails to complete course requirements within the maximum time as outlined in this policy document (see Section 5) will be recorded as not meeting the requirements for the award. The student may seek re-admission later. However, there is no guarantee of re-admission, and any application for re-admission will be considered on a case-by-case basis.

9. Reporting

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

10. 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 Act 2003 (HESA) and other legislation be provided to the Department of Education, Department of Home Affairs 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 <https://koi.edu.au/policies-forms/> for more detail.

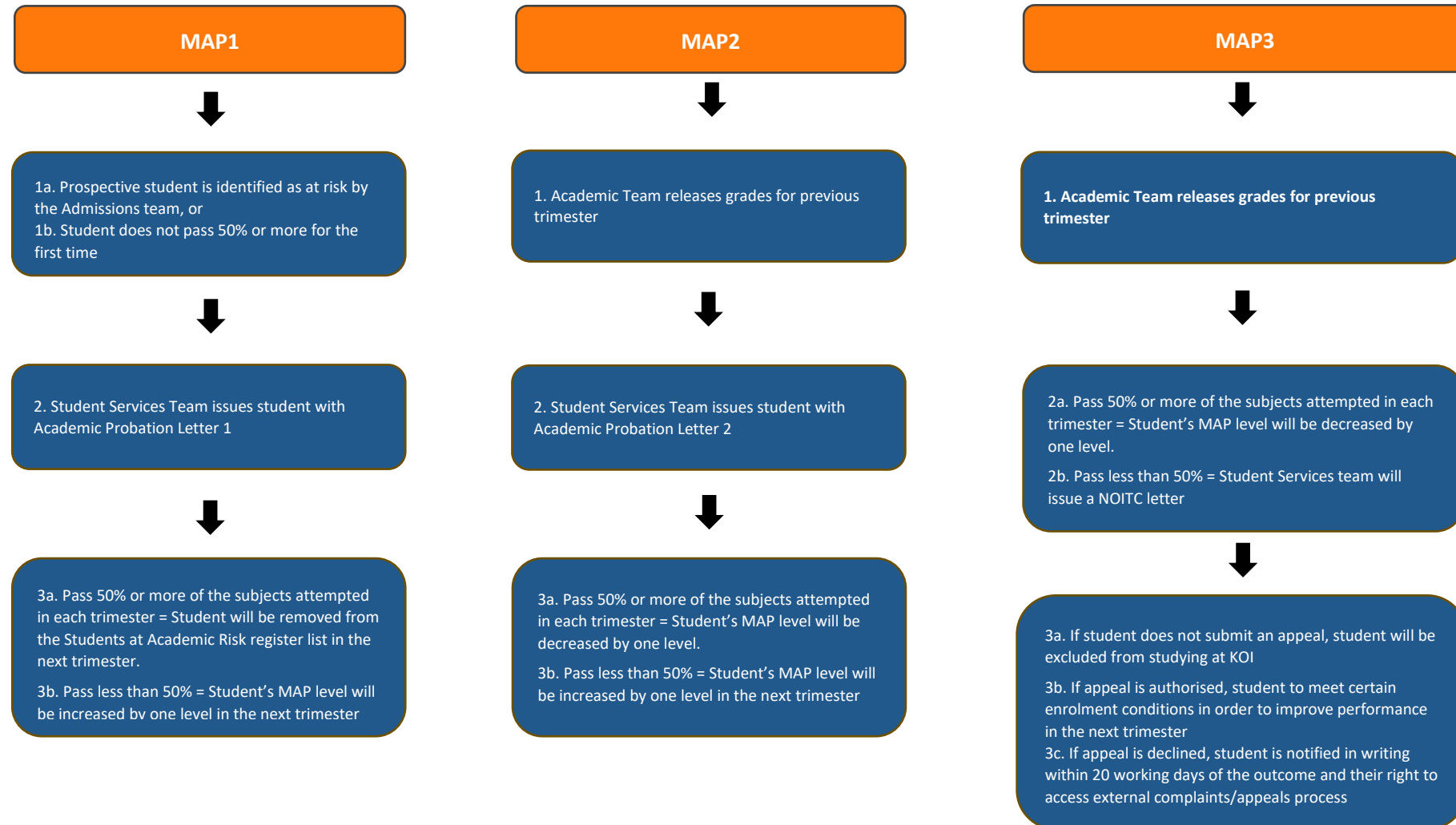
Document control

Policy title	Course Progress and Intervention Policy
Policy owners	Vice President (Operations)
Policy approver	AIBM Council on the recommendation of the Academic Board
Policy version date	13 June 2025 Version 2.6
Date of approval	13 June 2025
Date of implementation	13 June 2025
Date of next review	13 June 2027
Changes in this version	The Course Progress and Intervention Policy has been amended to clarify and refine the language used throughout the policy to improve clarity and consistency. Key changes include:

- Revised definitions for "Satisfactory Course Progress", "Students at academic risk", and "Unsatisfactory Course Progress".
- Clarified procedures for identifying and supporting students at academic risk.
- Recognising that new students may commence studies at KOI with a history of unsatisfactory academic progression in previous institutions and that a support mechanism should be in place for supporting such students.
- Enhanced clarity on the roles and responsibilities of various staff members and departments relating to the early identification and intervention strategies.
- Insertion of Appendix 1: Monitoring of Academic Progress (MAP) Flowchart and Appendix 2: Overview of Monitoring of Academic Progress (MAP) levels and supports provided.
- Renaming compulsory Monitoring Student Academic Conduct (MSAC) support programme to non-compulsory Student Academic Integrity Support (SAIS) support programme

These changes aim to improve the overall effectiveness and clarity of the policy, ensuring that students and staff have a clear understanding of the expectations and procedures related to course progress and intervention.

Appendix 1: Monitoring of Academic Progress (MAP) Flowchart



Appendix 2: Overview of Monitoring Academic Program (MAP) levels and support provided

Map Level	MAP1	MAP2	MAP3
Criteria	- Prospective student is identified as at risk by the Admissions team, or - Student does not pass 50% or more for the first time	MAP1 students who did not pass 50% or more for the first time	MAP2 students who did not pass 50% or more for the first time
MAP Rules	- Pass 50% or more of the subjects attempted in current trimester = Student will be removed from the Students at Academic Risk register list in the next trimester. - Pass less than 50% = Student's MAP level will be increased by one level in the next trimester	- Pass 50% or more of the subjects attempted in current trimester = Student's MAP level will be decreased by one level. - Pass less than 50% = Student's MAP level will be increased by one level in the next trimester	- Pass 50% or more of the subjects attempted in current trimester = Student's MAP level will be decreased by one level. - Pass less than 50% = Student Services team will issue a NOITC letter
Warning Letter	Student Services Team issues student with Academic Probation Letter 1	Student Services Team issues student with Academic Probation Letter 2	Student Services Team issues student with Notice of Intent to Cancel (NOITC) Letter
Restriction in enrolment	No	Yes, students are not able to self-enrol online for the following trimester	Yes, students are not able to self-enrol online for the following trimester
Summary of support provided	- Attendance monitoring - Mandatory pre-enrolment interview with Student Services staff - Learning contract	- Attendance monitoring - Mandatory pre-enrolment interview with Student Services staff - Learning contract	- Attendance monitoring - Mandatory pre-enrolment interviews with Vice President (Operations) or Associate Vice President (Operations)

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	• Assignment extensions for late enrollers • Follow up interviews with student support services staff in Week 4 and Week 8 • Encouraged to access the Learning Skills Centre • Counselling support where required	• Assignment extensions for late enrollers • Cross institutional study if applicable • Reduced study load where applicable • Follow up interviews with student support services staff in Week 4 and Week 8 • Encouraged to access the Learning Skills Centre • Counselling support where required	• Learning contract • Assignment extensions for late enrollers • Cross institutional study if applicable • Reduced study load where applicable • Follow up interviews with Vice President (Operations) or Associate Vice President (Operations) in Week 4 and Week 8 • Encouraged to access the Learning Skills Centre • Counselling support where required
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