

# Monitoring Academic Progress and Exclusion - Procedures



/explore/policies-and-procedures/monitoring-academic-progress-and-exclusion-procedures

## Definitions

Please refer to the University's Glossary of Terms for policies and procedures. Terms and definitions identified below are specific to these procedures and are critical to its effectiveness:

Exclusion means a student's enrolment in a program at the University is terminated, usually for a period of 12 months.

first year student means an undergraduate student who has completed eight courses or less.

study period means half a calendar year. Study Period 1 covers the period 1 January – 30 June; Study Period 2 covers the period 1 July – 31 December.

Satisfactory academic progress means a student is progressing through their study such that: they have maintained a Cumulative GPA above 3.0; they have not failed the same course three or more times; and they have not failed or received a withdrawn final notation for the same workplace integrated learning (WIL) placement course two or more times.

Unsatisfactory Academic Progress means a student

1. has a Grade Point Average of 3.0 or less over two consecutive Study Periods; and/or
2. the student has failed the same course three or more times (other than a workplace integrated learning (WIL) placement course); and/or
3. the student has failed or received a withdrawn final notation for the same workplace integrated learning (WIL) placement course two or more times.

## 1. Purpose of the procedures

- 1.1 These procedures provide the steps involved in operationalising the Monitoring Academic Progress and Exclusion – Academic Policy.
- 1.2 The primary goal of the procedures is to provide students who are at risk of, or are not maintaining satisfactory academic progress with knowledge of and access to appropriate learning and other specified support and resources that are available to assist them improve their academic performance.

1.3 These procedures also specify the actions that the University will and students should undertake when a student's academic progress shows cause for concern or indicates they are at risk of, or are making unsatisfactory academic progress.

## 2. MAP Stage 1 - Early intervention

### 2.1 Purpose

2.1.1 The purpose of MAP Stage 1 is to identify students who may need access to support or services to improve their academic performance, as early as possible in their academic career.

2.1.2 The specified support and intervention activities will vary according to:

- the needs of individual students,
- whether the student is in their first year of study or more advanced in their academic career
- whether the student is on an international student visa, and
- the nature of the program delivery format or location.

### 2.2 MAP Stage 1 - Criteria

2.2.1 Following the release of results at the end of each study period, Student Services and Engagement will notify students who meet the following criteria:

#### APPROVAL AUTHORITY

Deputy Vice-Chancellor (Academic)

#### RESPONSIBLE OFFICER

Deputy Vice-Chancellor (Academic)

#### DESIGNATED OFFICER

Pro Vice-Chancellor (Students)

#### FIRST APPROVED

10 July 2015

#### LAST AMENDED

6 December 2018

#### EFFECTIVE START DATE

5 December 2018

#### REVIEW DATE

17 July 2020

#### STATUS

Active

#### RELATED DOCUMENTS

Enrolments and Graduation - Procedures  
Grades and Grade Point Average (GPA) - Academic Policy  
Monitoring Academic Progress and Exclusion - Academic Policy  
Review of Assessment and Final Grade - Procedures  
Student Grievance Resolution - Governing Policy  
Student Review and Appeals - Procedures  
Workplace and Industry Placement - Procedures

#### RELATED LEGISLATION / STANDARDS

Education Services for Overseas Students Act 2000  
National Code of Practice Providers of Education ...  
Overseas Students

- (a) the student has failed at least one course;
- (b) the student does not meet the criteria for MAP 2 or MAP 3.

Students may be identified more than once under Map Stage 1.

2.2.2 A record of any MAP Stage 1 communication to a student will be noted on the Student Information System, but will not appear on their academic transcript.

### 3. MAP Stage 2 – Monitored enrolment status

#### 3.1 Purpose

3.1.1 The purpose of MAP Stage 2 is to identify students who will be placed on monitored enrolment, because they are at risk of making unsatisfactory academic progress. Students on monitored enrolment will be required to develop an individual Academic Improvement Plan (AIP) which may have specific conditions. Students on monitored enrolment may also be advised to meet with a nominated member of staff to discuss their AIP.

3.1.2 Activities which may form part of the AIP and students may be advised to undertake whilst on monitored enrolment could include, but are not limited to:

- participating in an academic skills programs
- participating in an additional tutorial or study group
- participating in individual case management
- discussing the development of a Learning Access Plan with Disability Services
- attending counselling
- receiving assistance with personal issues which are influencing progress
- participating in a peer mentoring program
- receiving program or career advice
- a reduction in course load
- withdraw from program and enrol in the Tertiary Preparation Pathway (TPP).

3.1.3 If requested, students are required to discuss their Academic Improvement Plan with a nominated Student Services & Engagement staff member before week 5 of the subsequent semester. Students who are on MAP Stage 2 for a fail in a workplace integrated learning (WIL) placement course are required to discuss their Academic Improvement Plan with the Academic Placement Advisor for their program.

3.1.4 Where an Academic Improvement Plan has specific conditions; these conditions will be recorded to allow students to demonstrate they have met the conditions during their period of monitored enrolment.

#### 3.2 MAP Stage 2 – Criteria

Following the release of results at the end of each study period, Student Services and Engagement will notify students who meet one or more of the following criteria:

- (a) the student was on MAP Stage 1 in their most recent period of study and has a Grade Point Average of 3.00 or less for the study period;
- (b) the student has failed the same course for a second time (other than a workplace integrated learning (WIL) placement course);
- (c) the student has failed or received a withdrawn final notation for a workplace integrated learning (WIL) placement course for the first time;

3.3 In exceptional circumstances, the relevant Head of School may initiate a status of MAP Stage 2 Monitored Enrolment for a student who has been identified as meeting one or more of the criteria in 3.2, which does not require a grade or notation to have been recorded. This would usually be for reasons relating to the student being unable to meet criteria indicated in the published program information, such as assessable professional standards in a WIL placement course. In these cases, the Head of School should contact the Director, Student Services and Engagement requesting a student be placed on monitored enrolment status, setting out the reasons for the decision. A meeting with an appropriate member of staff will be arranged and the student will be provided with a copy of the decision.

3.4 Actions initiated by the School under 3.3 may result in an interim notation of Grade Pending (GP), and students will be advised as soon as possible whether it is the University's intention to record a failing grade or a withdrawn final notation for the relevant study period, as per the Grades and Grade Point Average (GPA) - Academic Policy. Students will be given the opportunity to seek a review of the notified intended grade (following the process identified in Section 5, Review of Assessment and Final Grade – Procedures), without needing to wait until the release of final grades.

3.5 An Academic Improvement Plan, initiated under 3.3, may require a student to meet specific conditions before enrolment in certain courses can be recommended by the Head of School. Failure to meet these conditions may result in the student progressing to MAP Stage 3 and being considered for exclusion.

3.6 The status of monitored enrolment is noted on the Student Information System and remains in place until the student completes a satisfactory study period.

## 4. MAP Stage 3 – Consideration for exclusion

### 4.1 MAP Stage 3 – Criteria

Following the release of results at the end of each study period, Student Services and Engagement will notify students meeting one or more of the following criteria:

- (a) the student is on monitored enrolment and their Grade Point Average is 3.00 or less for the study period;
- (b) the student has failed the same course three or more times (other than a workplace integrated learning (WIL) placement course);
- (c) the student has failed or received a withdrawn final notation for the same workplace integrated learning (WIL) placement course for two or more times.

4.2 In exceptional circumstances, the relevant Head of School may initiate a status of MAP Stage 3 for a student who has been identified as meeting one or more of the criteria in 4.1, which does not require a grade or notation to have been recorded. This would usually be for reasons relating to the student being unable to meet criteria indicated in the published program information, and assessed as being unlikely to meet same into the future. This may include inability to fulfil

- assessable professional standards in a WIL placement course; or
- because the student has not met specific conditions agreed in the student's Academic Improvement Plan under MAP Stage 2 and/or was required but failed to meet with the nominated staff member to discuss their Academic Improvement Plan.

In these cases, the Head of School should contact the Director, Student Services and Engagement requesting a student be considered for exclusion, setting out the reasons for the decision. The student should be provided with a copy of the decision as part of the show cause process (Section 5 below).

4.3 Actions initiated by the School under 4.2 may result in an interim notation of Grade Pending (GP), and the student will be advised as soon as possible whether it is the University's intention to record a failing grade or a withdrawn final notation for the relevant study period, as per the Grades and Grade Point Average (GPA) - Academic Policy.

4.4 The student will be given the opportunity to seek a review of the notified intended grade (following the process identified in Section 5, Review of Assessment and Final Grade – Procedures), without needing to wait until the release of final grades.

## 5. Show Cause

5.1 Student Services and Engagement will notify students meeting MAP Stage 3 criteria and give them the opportunity to show cause why they should not be excluded. Responding to a Show Cause notice is considered to be equivalent to Stage 2 of the Student Grievance Resolution – Governing Policy and related Procedures. Students may include an application for a review of one or more of their final grades as part of their show cause response. Refer to the Review of Assessment and Final Grade – Procedures.

5.2 Students identified under MAP Stage 3 criteria (b) and (c) (section 4.1) at the end of Study Period 1 will be advised of their status and provided with the opportunity to Show Cause at this time.

5.3 Students identified under MAP Stage 3 criteria (a) (section 4.1) at the end of Study Period 1 will be advised of their status but, unless otherwise determined by the Head of School, will not be required to respond until the end of Study Period 2. This will enable results for Study Period 2 to be taken into account in any Show Cause. These students will be required to complete an Academic Improvement Plan and meet with a nominated staff member to discuss their AIP.

5.4 For students identified under criteria 4.1 (a) – (c), the Show Cause response will be forwarded to the Head of School, who will review and decide whether the student should be excluded or should be allowed to continue with their program.

5.5 To ensure timely processing of Show Cause responses, Heads of Schools shall delegate responsibility for consideration for exclusion to the Associate Director, Student Business Services when one of the following conditions is met:

- For students meeting the MAP Stage 3 criteria and who do not submit a Show Cause response.
- For students meeting the MAP Stage 3 criterion 4.1 (a) for the first time, and whose Show Cause response provides clear evidence to support special circumstances;
- For students meeting the MAP Stage 3 criterion 4.1 (a) for the first time, and whose Show Cause response does not provide evidence to support special circumstances and/or where Academic Improvement Plan activities have not been undertaken or adhered to;
- For students meeting the MAP Stage 3 criteria for a second or subsequent time, and whose Show Cause response does not provide any new evidence to support special circumstances.

In all other cases the Head of School or a senior academic nominee of the Head of School is the decision maker.

The Associate Director, Student Business Services, reports regularly to the Head of School with detail of the decisions made under delegation.

Where the circumstances set out in the show cause application lack clarity and/or the decision is not apparent, the Associate Director, Student Business Services, will consult with the relevant Head of School.

5.6 For students identified under 4.2, or in any other situation where the Head of School made the recommendation to exclude a student, the Show Cause response will be forwarded to the Deputy Vice-Chancellor (Academic), who will review the response and determine whether the student should be excluded or should be allowed to continue with their program.

5.7 Evidence that a student has participated in recommended activities or met the specific conditions set out in their MAP Stage 2 Academic Improvement Plan, will be taken into consideration by the Head of School, or their nominee, or the Deputy Vice-Chancellor (Academic) when reviewing a show cause response.

5.8 If, after considering a Show Cause application the student is permitted to continue with their study they will be given a MAP Stage 2 monitored enrolment status and will be required to meet the requirements for an AIP as set out in 3.1 above. In permitting a student to continue with their study the University may place conditions on any future enrolment.

5.9 If, after considering a Show Cause application it is determined that the student should be excluded, the student is notified by Student Services and Engagement that they are excluded from their program for a minimum of 12 months (two study periods) and that they have the right of appeal. The University may place conditions on exclusion that will need to be met prior to any future enrolment by the student.

5.10.1 Where no Show Cause response is received by the due date the student is notified by Student Services and Engagement that they are excluded from their program for a minimum of 12 months (two study periods).

5.11 In exceptional circumstances, the Head of School or the Deputy Vice-Chancellor (Academic) may accept late show cause responses.

5.12 In the case of international students on a student visa, the University is obliged to advise students that a period of exclusion for unsatisfactory academic progress will result in them being reported to the relevant Government departments for unsatisfactory progress and may result in the cancellation of their student visa, unless they can demonstrate one or more of the following:

- (a) compassionate or compelling circumstances
- (b) that the University failed to record or calculate the grades accurately
- (c) that the University failed to follow relevant policies and procedures.

5.13 The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the 'National Code') requires that when the University notifies a student of its intention to report the student for not achieving satisfactory academic progress, the student must also be informed that they are able to access the University's 'complaints and appeals process' and have 20 business days in which to do so. Responding to the show cause is deemed to be accessing this process, as per Stage 2 of the Student Grievance Resolution – Governing Policy.

## 6. Program transfer for an excluded student

6.1 Where the grounds for a student's exclusion consists of repeated failure of a specific course or courses, a student may propose a transfer to another program, where these courses are not required, as part of their show cause submission. Alternatively, a student may make a case to move to a program in a different discipline area if this has been based upon documented career advice. It is the student's responsibility to make the case for transfer to another program or discipline as part of their show cause submission.

6.2 A show cause submission that includes a case to transfer to another program will be considered by the relevant Head of School responsible for the proposed program or discipline, who will be given access to all relevant material pertaining to the original exclusion decision. Based on the evidence provided, the relevant Head of School may permit the student to continue their studies in the new program.

6.3 A student who has been excluded may seek permission from the Director, Student Services and Engagement (or nominee) to enrol in the Tertiary Preparation Pathway (TPP) to increase or improve their study skills. A student who takes up this option will remain excluded from their original award program until they have completed the necessary TPP courses or until one year has elapsed and they are eligible to apply for readmission.

6.4 A student who has received permission to transfer to another program will be given a MAP Stage 2 monitored enrolment status and will be required to meet the requirements for an AIP as set out in sections 3.1 to 3.4 above.

## 7. Appeal against exclusion

7.1 A student whose Show Cause Response is declined by the Head of School, or nominee, and is excluded, may appeal the exclusion decision, as per Stage 3 of the Student Grievance Resolution – Governing Policy and related Procedures.

7.2 If an appeal is lodged, the exclusion will come into effect at the end of the appeal period or when the outcome of their appeal is determined.

7.3 The University will maintain a student's enrolment as active while an appeal is ongoing.

7.4 Where a student's appeal against exclusion is upheld, the student may resume their enrolment in the program from which they were excluded under such conditions as the Vice-Chancellor and President, Deputy Vice-Chancellor (Academic), or Student Academic Appeals Committee determines.

7.5 Where a student's appeal against exclusion is upheld, they will be given a MAP Stage 2 monitored enrolment status and will be required to meet the requirements for an AIP as set out in sections 3.1 to 3.4 above.

7.6 Where a student's appeal against exclusion is not upheld the student's enrolment in any courses will be terminated and the enrolment record and financial liability removed.

7.7 Should a student already have received a final grade for any courses undertaken whilst an appeal is being considered, the status of these grades will be determined by the Deputy Vice-Chancellor (Academic), on advice from the Head of School.

## 8. Readmission after exclusion

8.1 A student who is excluded may apply for readmission to the program from which they were excluded, or for admission into a new program, if at least one year has elapsed since the determined date of exclusion.

8.2 Applications for readmission after exclusion must be made directly to the University.

8.3 In cases where conditions have been applied on a student's exclusion, the student will be required to provide evidence that demonstrates those conditions are no longer applicable and to provide evidence that demonstrates how the issues that led to the exclusion have been addressed prior to readmission.

8.4 Decisions to readmit a student following exclusion are made by the Director, Student Services and Engagement (or nominee). If an applicant has been excluded for failures in a work integrated learning (WIL) course, the Director, Student Services and Engagement (or nominee) will seek advice from the relevant Head of School and the Pro Vice-Chancellor (Students) before deciding on the request for readmission.

8.5 An application for readmission after exclusion, whether for continuation in the original program or transfer to a new program, will be assessed based on the equivalent admission requirements to gain entry to the program for the year of readmission.

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