



# Student Progression and Exclusion Procedure

<b>Policy supported</b>	Student Progression and Exclusion Policy
<b>Procedure Code</b>	ACA-HE-07
<b>Procedure owner</b>	Chief Executive Officer
<b>Responsible Officer</b>	Chief Executive Officer
<b>Approving authority</b>	Academic Board
<b>Contact Officer</b>	Registrar
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<b>Version</b>	2020.2
<b>Related Documents</b>	Advanced Standing Policy Advanced Standing Procedure National Code of Practice for Providers of Education and Training to Overseas Students 2018 Student Admission Policy Student Admission Procedure Student At Risk and Early Identification Policy Student At Risk and Early Identification Procedure Student Complaint and Appeal Policy Student Complaint and Appeal Procedure

## 1. Purpose

This Procedure supports the ***Student Progression and Exclusion Policy***. In conjunction they detail the rules for meeting course progression requirements at the Australian Institute of Higher Education Pty Ltd ('the Institute'), outline the process and define the grounds for exclusion related to a lack of satisfactory course progress.

## 2. Scope

This Procedure applies to all students at the Institute.

## 3. Definitions

See the ***AIH Glossary of Terms*** for definitions.

## 4. Actions and Responsibilities

### 4.1 Progression Rules

#### 4.1.1 Applications for an extension of time

Students who are likely to fail to complete the course within the prescribed period and who can reasonably be expected to meet the course requirements within two additional terms of

study may apply for an extension of time. Each application will be considered on its merits and with reference to the student's academic performance to date.

Applications for an extension of time to complete the course must be made in writing to the Chief Executive Officer at least one trimester prior to the expiry of the student's prescribed period of Confirmation of Enrolment (CoE). The application must include reasons and evidence for their inability to complete the qualification in the prescribed time period. The Chief Executive Officer will provide a written response to the student within 20 working days outlining their decision and informing the student of their right to appeal the decision.

#### 4.1.2 Students who fail to complete the course within the time limit

Students who fail to complete course requirements before the specified time limit (including any extension of CoE) will have their enrolment terminated.

A statement noting that the maximum period of CoE has been exceeded will appear on the final academic transcript issued to the student. The student will be advised in writing of the decision to terminate their enrolment and will also be advised that they have 20 working days from receiving notification of the decision to terminate their enrolment in which to appeal the decision.

## 4.2 Satisfactory Course Progress

### 4.2.1 Recording and assessing course progress

Students will be monitored as outlined in Annexures 1 & 2 of the ***Student Progression and Exclusion Procedure***.

### 4.2.2 Students deemed "at risk"

All students found to not be making satisfactory course progress as per the ***Student Progression and Exclusion Policy*** will be placed on **Academic Probation** in the next enrolled study period and will be expected to take responsibility for improving their academic performance.

The Academic Success Team will notify students in writing (via email or letter) why they have been identified "at risk" (Academic Probation Letter 1, Letter 2 & Letter 3) (see Annexure 1: Flowchart – Student at Risk Process or Annexure 2: Flowchart – Block Delivery Student at Risk Process).

The Academic Success Team will monitor students while on Academic Probation. Students must:

- Maintain a minimum of 80% attendance.
- Complete all subject assessments by the due date. Should the student submit a late assignment or fail to attempt an exam or quiz, if eligible they need to apply for special consideration as per the ***Student Assessment Policy and procedure***.
- Attend any Academic/Learning Support workshops as prescribed by the Academic Success Manager (or delegate).
- Make satisfactory academic progress.

Students will be contacted as per the schedule in Annexures 1 or 2 in the ***Student Progression and Exclusion procedure***. It is the student's responsibility to ensure they participate in any additional support strategies suggested. Students can contact the Academic Success Team

directly by emailing [academicsuccess@aih.nsw.edu.au](mailto:academicsuccess@aih.nsw.edu.au) or contacting Student Services to schedule an appointment.

As part of the intervention strategy for students on academic probation, the Academic Success Manager or delegates may recommend that International students go on a reduced study load (3 units in Study Period 1 or Study Period 2). However, students must agree to this arrangement and confirm that they will enrol in Study Period 3 in order to maintain a full-time study load for the academic year. A full-time study load is 8 units within an academic year. International students who wish to proceed with studying a reduced study load will be required to sign a declaration stating they understand Study Period 3 is a compulsory study period for them. International students who study a reduced study load in Study Period 1 or Study Period 2 and fail to enrol in Study Period 3 risk having their CoE cancelled for unsatisfactory course progress.

If students are studying in the Block Delivery Model, students will be contacted as per the schedule in Annexure 2 in the **Student Progression and Exclusion procedure**. It is the student's responsibility to ensure they participate in any additional support strategies suggested. Students can contact the Academic Success Team directly by emailing [academicsuccess@aih.nsw.edu.au](mailto:academicsuccess@aih.nsw.edu.au) or contacting Student Services to schedule an appointment.

#### 4.2.3 Students who continue to fail to meet academic course progress requirements

In an instance where a student:

- fails to meet minimum academic standards in the next study period after additional support has been provided, or
- fails to enrol in a study load that will enable them to make sufficient progress, or
- fails to follow the conditions of their academic probation;

the student will be issued with a written notice, Letter Probation 2 sent via email outlining the Institute's intention to exclude / cancel the student from the Institute (see Annexure 1: Flowchart – Student at Risk Process or Annexure 2: Flowchart – Block Delivery Student at Risk Process).

Students will be given 20 working days from the issuing date of the notice to appeal the decision in accordance with the **Student Complaint and Appeal Procedure**. A student who does not submit an appeal within 20 working days will have their enrolment terminated.

Once the appeal has been assessed, the Institute may choose to:

- terminate the student's enrolment; or
- allow the student to continue without conditions; or
- allow the student to continue the course with specific conditions (see Annexure 1: Flowchart – Student at Risk Process or Annexure 2: Flowchart – Block Delivery Student at Risk Process).

A student who is allowed to continue their enrolment in the course with conditions imposed, who again fails to meet the minimum academic standards or breaches the conditions imposed, will have their enrolment terminated (Letter 3).

Other circumstances where students might have their enrolment terminated are outlined in the Institute's **Student Academic Misconduct Policy** and associated Procedure, **Student Code**

*of Conduct* and the *International Student Deferment, Suspension and Cancellation Policy* and associated Procedure.

#### 4.2.4 Consequences of termination of enrolment

A student whose enrolment is terminated due to exceeding the maximum period of CoE, and who still wishes to complete further study, will need to apply to the Institute for admission in line with the *Student Admission Policy*.

A student whose enrolment is terminated due to failure to meet minimum academic standards and who applies for admission to return to study at the Institute in the future may only be admitted by the choice of the Chief Executive Officer.

### 4.3 Early Identification & Intervention Strategy

Students can be identified 'at risk' by early intervention. Students can be identified in various ways.

#### 4.3.1 Identification through Pathways

All students enrolled through Pathways, are identified as 'at risk' and are placed on **Academic Probation**. The students are notified by through the 'letter of offer' as per the *Student Progression and Exclusion Policy* and will be expected to take responsibility for improving their academic performance.

#### 4.3.2 Academic Early Identification

Lecturers identify early intervention students in Weeks 3, 6 and 9, after the first assessments. Identification is based on:

- Low-level attendance of classes;
- not submitting or achieving a fail mark in the low-risk early assessment task in a unit(s) of study;
- not performing adequately in assessment tasks;
- not logging into or not engaging with the Learning Management System (Moodle).

All students identified within the early identification process, are contacted by the Academic Success Team to offer support.

Students will be contacted as per the schedule in Annexure 1 or 2 in the **Student Progression and Exclusion procedure**. It is the student's responsibility to ensure they participate in any additional support strategies suggested. Students can contact the Academic Success Team directly by emailing [academicsuccess@aih.nsw.edu.au](mailto:academicsuccess@aih.nsw.edu.au) or contacting Student Services to schedule an appointment.

### 4.4 Academic Support

All students are offered Academic Support. The Academic Success Team manage the Learning Hub:

#### 4.4.1 Learning Hub

- Students can obtain general academic assistance by approaching the Academic Success Team staff at any time during the library's opening hours, Monday to Friday from 9am to 5pm or by emailing [academicsuccess@aih.nsw.edu.au](mailto:academicsuccess@aih.nsw.edu.au).

- Students can obtain specific academic assistance face-to-face or online, including in relation to research skills, academic writing, referencing, presentation skills and examination preparation, by contacting the Academic Success Team directly by email.
- The Library Learning Hub has a Drop-in Centre for students to drop in to request help with any Academic Skills, English Proficiency and Numeracy issues.
- Students can obtain support videos, quick study tips and useful links through LMS (Moodle).

#### 4.4.2 Academic Literacy and English Language Proficiency

Academic literacy and English language proficiency are important factors in a student being able to satisfactorily progress through their course. 'Academic Literacy' refers to the capacity of a student to commence formal study and to understand and communicate course-specific knowledge. 'English language proficiency' refers to the student's ability to understand and communicate knowledge effectively in both written and spoken English.

Higher Education Providers are responsible for ensuring their students are sufficiently competent in the English language to participate effectively in their studies.

Any student identified by their lecturer as requiring further development of their academic literacy and English language proficiency skills may be required to complete an academic skills assessment.

Following the assessment, the Academic Success Manager may put in place an intervention strategy to assist the student to enhance their academic literacy and English language proficiency skills. This may include:

- attending academic skills workshops; and/or
- attending tutorial or study groups; and/or
- receiving one-on-one support and coaching services.

Students may contact the Academic Success Team for assistance with academic literacy and English language proficiency at any time. Students can expect a response within 24 and 48 hours, or longer over weekends.

#### 4.4.3 Academic Skills Workshops

Academic Success Team offer various academic skills workshops to all students by face-to-face and online. These workshops cover skills of researching, paraphrasing & referencing, writing assessments, presentation skills and group work.

#### 4.4.4 Peer to Peer Mentoring Program

Students who are identified "at risk" can be assigned a Peer Mentor for the unit they are at risk in. The Peer Mentor will be assigned by the Academic Success Team and will meet with the student once per week for a one hour session, to answer questions related to the unit content.

### 4.5 Failing a Prerequisite Unit of Study

Course progression rules require that a student who has, in a previous term, failed the prerequisite for entry to a unit of study cannot be enrolled in that unit of study. However, where a student believes that this rule may adversely affect their course progress, they may seek a review of this rule by writing to the Chief Executive Officer (or delegate).

The Chief Executive Officer (or delegate) will assess the student's academic record and if they believe the student has a fair chance of success, they may allow the student to repeat the prerequisite unit of study at the same time as the unit of study for which it is a prerequisite, or may decide to waive the prerequisite.

## 4.6 International Students

Where the Chief Executive Officer (or delegate) has assessed an international student as not achieving satisfactory course progress as detailed in this Procedure, the Chief Executive Officer (or delegate) will notify the student via email of:

- the Chief Executive Officer's intention to report them to the Department of Home Affairs through PRISMS;
- the reasons for the Chief Executive Officer's intention to report them to the Department of Home Affairs; and
- the student's right to appeal the decision under the Institute's ***Student Complaint and Appeal Policy*** and associated Procedure within 20 working days.

The Institute will only report a student to the Department of Home Affairs for unsatisfactory course progress in PRISMS (in accordance with section 19(2) of the ESOS Act) if:

- the appeals process under the Institute's ***Student Complaint and Appeal Policy*** and associated Procedure has been completed and the decision or recommendation supports the Institute's decision to report the student to the Department of Home Affairs for unsatisfactory course progress; or
- the student has chosen not to access the appeal process under the Institute's ***Student Complaint and Appeal Policy*** and associated Procedure within 20 working days of receiving the Institute's decision; or
- the student has chosen not to access the external appeals process after completion of the internal appeals process under the Institute's ***Student Complaint and Appeal Policy*** and associated Procedure has been completed; or
- the student has withdrawn from the appeals process under the Institute's ***Student Complaint and Appeal Policy*** and associated Procedure and has notified the Institute of that withdrawal in writing.

During the 20 working days for lodging an appeal and then the appeal being considered, the student has a right to continue their studies in the course.

If the student is reported to the Department of Home Affairs via PRISMS, the Institute will provide a copy of the Section 20 notice generated by PRISMS to the student. A student who has their enrolment terminated should contact the Department of Home Affairs to discuss the impact on their visa.

## 4.7 Extension of Confirmation of Enrolment (CoE)

An extension of the student's CoE may only be granted where it is clear that the student will not complete the course within the expected duration, as specified on the CoE, if:

- there are compassionate, compelling or extenuating circumstances as defined in the Institute's ***International Student Deferment, Suspension and Cancellation of Study Policy***;
- not completing as a result of a revised enrolment pattern due to the implementation of an Institute intervention strategy for a student who was "at risk" of not making satisfactory academic progress in the course; or
- an approved deferment or suspension of study has been granted under the Institute's ***International Student Deferment, Suspension and Cancellation of Study Policy*** and associated Procedure.

If an extension to the student's CoE is granted, the Institute will advise the student in writing to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Should the variation affect the student's duration on their CoE, a new CoE will be issued via PRISMS and this will be recorded as such.

## 4.8 Overloading on Units and Cross-Institutional Study

### 4.8.1 Undertaking more than a full-time load in a study period

Students who wish to take more than a full-time load in a study period need to obtain at least a 'Credit' average for units completed in previous study periods. A full-time load is four (4) units in a study period.

Students who have failed units previously will not be eligible to study more than a full-time load.

Exceptions to the above may be made by the Chief Executive Officer (or delegate). This may include a situation where a student requires more than a full-time load in their final study period in order to graduate and the student can demonstrate their academic performance has improved as their studies have progressed. The Chief Executive Officer (or delegate) will consider the student's past academic record to determine if the student can academically cope with an increased study load. Students may request this via email to Student Services using the **Rule Waiver form**.

### 4.8.2 Cross-institutional study

Cross-institutional study is where a student completes units of study at another higher education institution, and receives advanced standing for those units at the Institute. A student may only commence cross-institutional study with the prior written consent of the Chief Executive Officer (or delegate). Students may request this via email to Student Services using the **Application for Cross-institutional Study form**.

The Chief Executive Officer (or delegate) will deny the request for cross-institutional study if:

- the unit is offered during the study period when the unit is required;
- the unit is not of relevance and benefit to the student's course;
- the student needs to graduate but the need for cross-institutional study arose due to a failure in the unit, and the unit will be offered in the next study period;
- there is no substantial equivalence as outlined in the Institute's **Advanced Standing Policy**; or the student has already been granted the maximum amount of advanced standing as outlined in the Institute's **Advanced Standing Policy**.

## 4.9 Appeals

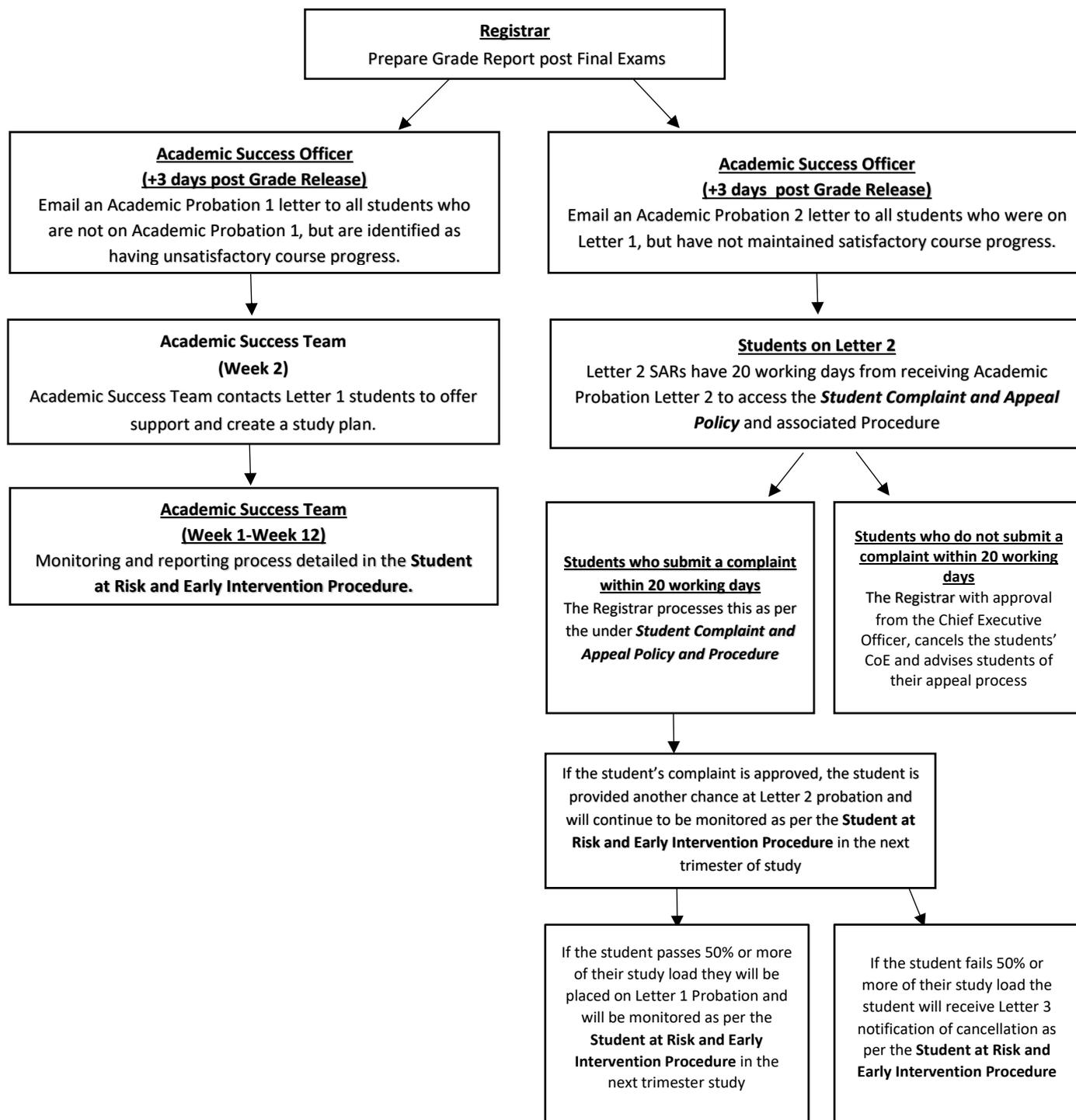
An applicant may appeal against a decision made under this Procedure. Appeals must be made as prescribed in the appeals process outlined in the **Student Complaint and Appeal Policy** and associated Procedure. Students may request this via email to Student Services using the **Complaint and Appeal form**.

## 5. Version Control

This Procedure has been endorsed by the Australian Institute of Higher Education Chief Executive Officer as at September 2020 and is reviewed every three (3) years. The Procedure is published and available on the Australian Institute of Higher Education website <http://www.aih.nsw.edu.au/> under 'Policies and Procedures'.

<b>Change and Version Control</b>				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Date Approved:</b>	<b>Effective Date:</b>
2016-2	Registrar	Updated template.	14 July 2016	15 July 2016
2017-1	Ms. McCoy	Restructured document; added table at beginning	22 February 2017	6 March 2017
2017-2	Registrar	Updated to reflect change in the National Code.	15 December 2017	16 December 2017
2018.1	Registrar	Updated requirements and process for students deemed "at risk".	19 February 2018	19 February 2018
2019.1	Chief Executive Officer	Update the Title of Policy Owner and Responsible Officer to Chief Executive Officer, and Registrar to Head of Academic Support and Student Services. Section 4.1, 4.2, and 4.3 are updated for clarification.	18 November 2019	19 November 2019
2020.1	Chief Executive Officer	Minor format changes	24 April 2020	24 April 2020
2020.2	Academic Success Manager/Chief Executive Officer	Updated requirements and process for students deemed "at risk", added Early Intervention process and Academic Support, formatting and proofed for student comprehension.	24 September 2020	24 September 2020

## Annexure 1: Flowchart – Student at Risk Process



## Annexure 2: Flowchart – Block Delivery Student at Risk Process

