

Institution	Universal Higher Education (UHE)
Policy name	Academic Progress Policy and Procedure
Policy Governance	Academic Board

1. Purpose

This policy describes the requirements and principles governing student academic performance and progression within the UHE program they are enrolled in and the support services available to students to ensure that students have access to appropriate intervention mechanisms.

2. Scope

This Policy aligns with UHE's Supports for Students Framework and Policy and applies to prospective and enrolled students of UHE and the staff members involved in student academic progress processes.

3. Policy principles

UHE is committed to the maintenance of academic standards and high-quality graduate outcomes for all program. Students are expected to maintain a satisfactory level of academic performance to be permitted to progress through a program. Students who do not meet the required levels of academic performance will be identified and offered advice and support. All students are encouraged to make use of UHE's support service to enhance the outcomes of their studies. International students must satisfy relevant conditions in their visas, such as maintaining satisfactory academic progress and completing their students within the expected duration defined in their Confirmation of Enrolment (CoE). Unsatisfactory progress may have consequences for students, such as conditions imposed on enrolment or exclusion from a program and the students have access to the internal and external appeal processes.

UHE adheres to the principles of natural justice when making decisions regarding academic progress, including:

- Students have access to clearly defined processes regarding academic performance and progress review
- Students are provided with clear and timely information regarding academic progress
- Students are given the right and opportunity to present their case
- Academic progress issues are considered in a timely and efficient manner
- Students are treated impartially and equitably during all stages of a progress review process

4. Satisfactory academic performance

Students are expected to maintain a satisfactory level of academic performance which will allow for satisfactory academic progression through a program. Satisfactory performance is demonstrated through taking reasonable attempts to achieve passing grades in subjects in which students are enrolled and by maintaining a level of enrolment which will lead to the completion of a program within the expected duration defined in the Confirmation of Enrollment.

The monitoring timeframe on academic progress will align with the study period, which, for UHE, is defined as one semester. Each compulsory semester requires students to undertake a full-time load consisting of

four subjects of study. UHE defines unsatisfactory academic progress as students not passing 50% of the subjects enrolled in a given semester; fail the same subject twice (multi-fail) or students not able to complete their course within the maximum period of study defined by UHE's Academic Board. Students who do not meet this minimum standard in a compulsory semester will be identified as being at risk of unsatisfactory academic progress. UHE's intervention strategy will apply to 'at risk' students. Students who fail to meet the minimum progress standard for 2 consecutive study periods will be identified as not meeting satisfactory academic progress. Not meeting satisfactory academic progress may result in being excluded from the enrolled program.

5. Monitoring academic performance

UHE will employ data-based indicators in monitoring student academic progress, including attendance, Moodle engagement and assessment results. UHE will maintain accurate and systematic records of the processes of monitoring and communication with the students.

Students who are identified as at-risk of progressing will be notified that they are 'at risk' of meeting satisfactory academic progress and encouraged to participate in UHE's support services to improve their academic performance.

Students who have been identified as having unsatisfactory academic performance will be notified of the reasons why their academic progress is deemed unsatisfactory. They will be given the opportunity to 'Show Cause' on why their enrolment should not be cancelled.

- UHE will only cancel an international student's CoE and report a student for unsatisfactory academic progress in PRISMS if:
- both the internal and external appeal process have been exhausted, and the evidence and decisions confirm unsatisfactory academic progress.
- the student opts not to utilise the internal appeal process within twenty (20) working days from the receipt of UHE's intention to cancel his/her enrolment;
- the student chooses not to engage in the external appeal process; or
- the student withdraws from either the internal or external appeals processes by informing UHE in writing.

International students are required to enrol in a full-time study load of four (4) subjects in each compulsory study period to ensure they can complete the program within the expected duration stated in the CoE. In case where it becomes apparent that a student will not finish their program within the specified CoE duration, UHE will only extend the student CoE duration for compassionate and compelling reasons (Section 6). If UHE decides to extend the student's CoE duration, students will be advised to contact immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

6. Compassionate and Compelling Reasons

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but not be limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents;

- Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies;
- A traumatic experience which includes: i. involvement in or witnessing of a serious accident, or ii. witnessing or being the victim of a serious crime. When this has impacted on the student these cases should be supported by police or psychologists' reports.
- Where UHE was unable to offer a pre-requisite subject, or the international student has failed a prerequisite subject and therefore faces a shortage of relevant subjects for which they are eligible to enrol;
- Inability to begin studying on the course commencement date stated on the CoE due to delay in receiving a student visa;
- Where the student is granted a post commencement deferral or suspension therefore is not able to complete the course within the expected duration;
- Where the student failed occasional subjects but not sufficient to be identified by UHE's intervention process;
- Where the student fails to complete the course within the CoE duration due to the reduction of study load during the course;
- A course or subject not being offered by UHE which will affect the student completing their study within the duration defined in the CoE;

7. Review

The Academic Progress Policy will be reviewed every three years, or more frequently as appropriate.

8. Procedure

8.1 Early Intervention

During Orientation (0 week) English Language and Mathematics Assessment (ELMA) - will be conducted for Bachelor of Information Technology students during the orientation week for the students who just met the English entry requirements. Student not able to meet the required outcome of ELMA will be offered further language/ literacy / mathematics support.

Early diagnostic piece of work (zero marks) during week 1 - to identify student's Language ability and writing style and recommend for language/ literacy support recommended for Bachelor of Multinational Film Production.

Attendance Monitoring (at the end of week 2 report generated via Student Records Management System) – early identification of poor/non-attending students - follow up from early week 3. Identifying subjects based on low attendance then target individual student. – a record of the follow up and support provided to students will be maintained (to be assigned to a student support staff).

Monitoring of students' academic progress after first assessment (early assessment) - Week 5/6 (target individual student for attendance & progression) This would be useful to identify students failing to meet course progression requirements and to provide them additional support.

Support for students repeating a subject for the second time (failing a subject more than once) – Identify by running a report via Student Records Management System. – a list to be provided to the Program Coordinators at the beginning of week 5 (after the census date) - a spreadsheet to be maintained and record

actions taken (this will be moved to recording directly onto the Student Records Management system, once the system is in place).

Week 11 – (monitor subject progression rates for all subjects and follow up) - provide support with additional tutorials, exam workshops, exam revision, etc – keep record of student attendance.

Support for students in their final semester – to improve the course completion targets. Maintain a Spreadsheet and record actions taken.

Ongoing support throughout the semester (Orientation Program, English Language Support, student-staff consultation, counselling support, Study Skills (referencing, academic integrity, exam workshops, etc.), Workshops, etc) – need to maintain evidence of attendance.

Assistance for new teaching staff – Staff meetings, close monitoring of subject progress by the Program Coordinators and support for lecturers teaching the subject for the first time – Program Coordinators are to provide a report of the staff list and assistance provided during UHE Academic Staff Meetings.

Ongoing support for teaching staff – professional development sessions, mentoring by senior staff and peer-evaluations (annual PD calendar for Teaching Staff).

8.2 Stage 1 'At Risk'

Letters (students who appear in the unsatisfactory academic progress report for the first time) - The emails are sent to both domestic and international students. Students are required to meet with their Program Coordinator and have an Intervention Strategy put in place. (1 At Risk Letter Template to be used).

Early Intervention & Student Agreement - At the meeting a specific plan will be prepared and explained to the student including the requirement that they must participate in all the steps of the agreement. A copy of the agreement is given to the student and another copy to be placed in the student file.

8.3 Stage 2 'Show Cause'

The show-cause letter is emailed to students who were already in the previous semester's course progression report as Stage 1 'at risk' and their name appears in the unsatisfactory academic progress report for the second time. The emails are sent to both domestic and international students. Students will be informed via email that they are being considered for exclusion and will be reported to the Department of Home Affairs (only applicable for international students) and cancel their enrolment for failure to meet course progression. The students are asked to provide a satisfactory explanation with justification and documentary evidence for why they should not be excluded from the course. The student will be placed on a conditional enrolment for another semester (based on supporting evidence) or the student will be excluded from the course due to unsatisfactory academic progress. The student's enrolment with UHE would only be maintained under compassionate or compelling circumstances ('Show-Cause' Letter Template to be used.)

A student who has failed the same subject twice or has had two consecutive unsatisfactory course progress will be excluded from the course and asked to 'Show Cause' to the institute why the exclusion should be revoked. The student will receive notification of show cause from the Program Coordinator via email. A copy of the letter and any outcome from an appeals committee (in case the student make use of the avenue to appeal the decision) must be placed in the student file.

Based on the student's response the Program Coordinator may decide to allow the student to maintain their enrolment for another semester or decide to exclude the student for unsatisfactory academic progress if the evidence provided by the student is not satisfactory. Conditions may include passing a certain number of subjects, attaining a specified level of attendance in classes, getting counselling support, meeting with the Program Coordinator to plan the study program etc.

8.4 Stage 3 Exclusion

The students who reach stage 3 are those who did not respond to the 'Show-Cause' emails and has no intervention in place. If the student is to be excluded, an exclusion email will be sent to the student stating the outcome and avenues to appeal (internal or external). International students who are excluded, will have their CoE cancelled and reported to the Department of Home Affairs for breach of the student condition relating to satisfactory academic performance.

The students have the right to appeal a decision at every stage of the process. Student appeals will be handled in accordance with UHE's Complaints and Appeals Policy. A successful appeal may include conditions to future enrolment (for example, pass a certain number of subjects, attain a specified level of attendance in classes, get counselling, meet with the course coordinator etc.) and the student would be closely monitored by the respective Program Coordinator.

The Academic Registrar will identify a deadline for exclusion recommendations to be submitted by the Program Coordinators for each semester. If the appeals committee has decided to exclude the student, the student will be advised that there is no further avenue for appeal within UHE. The student will be provided the contact details of the overseas students Ombudsman (external review) student in the exclusion letter.

Students are given twenty (20) working days to appeal against the decision prior to reporting them to the Department of Home Affairs. If the students do not appeal (internal or external) they get reported via PRISMS and their CoE will be cancelled, and the student's enrolment status would be changed to 'excluded' on the Student Record Management system.