

Students at Risk and Unsatisfactory Progress Policy

1. Background

Gateway Business College (GBC) endeavours to achieve a high rate of successful course completion and strives to support students continuously from orientation through to graduation. In order to do this, GBC must develop mechanisms to identify and support students who are at risk of not progressing academically and to address those that have not made satisfactory progress.

2. Purpose

This policy establishes a procedure for determining standards of satisfactory course progression. It safeguards transparency by ensuring that students are aware of the thresholds for satisfactory course progression. The policy provides for student feedback and review through the *Student Complaints and Appeals Policy*, to ensure the transparency and impartiality of GBC's procedures.

The policy will outline what constitutes academic progression, what triggers a student being given 'at risk' and 'unsatisfactory progress' statuses, stages of intervention for those who fall below the threshold, and who has responsibility for each stage of intervention.

3. Scope

This policy applies to all students enrolled at GBC, and relevant academic teaching staff. It should be read in conjunction with the *Academic Integrity Policy* and the *Student Complaints and Appeals Policy*.

4. Definitions

Academic Board: the board responsible for academic governance at GBC. The Academic Board reports and advises the Corporate Governance Board on academic activity. This board oversees academic activities such as teaching, learning, scholarship, research, course approval, student outcomes, academic standards and academic policy.

Appeal: a process whereby a student contests the outcome of an assessment mark or grade, an administration decision or the complaints process, either because the student was disadvantaged by the decision or outcome, or because the student has reason to believe that due process had not been followed. An appeal may involve referral to an independent mediator or other external authority.

At risk: A student who fails to meet the minimum academic requirements of a course of study and is at risk of making unsatisfactory progress.

Course: a program of study that is aligned to a higher education certified qualification. A course of study is organised according to requisite subjects and credit points. Students

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enrol in a course of study and, when they fulfil all requirements for that course of study, receive a certified qualification on graduation.

Course Coordinator: a senior academic staff member responsible for the management, coordination and delivery of a course at GBC. A Course Coordinator is expected to hold a PhD, and is responsible for supervising academic staff teaching within a course of study, developing course design and content, reviewing course design and content, teaching into a course of study, remaining research active and contributing to the improvement of academic standards.

Credit points: points allocated for successful completion of a subject. A student must complete a predetermined number of credit points to be awarded their degree.

Hurdle requirement: A component or assessment of part of a subject that must be completed or submitted in order to pass the subject.

Student: A person currently enrolled in study in a GBC course.

5. Principles

5.1 Access to Information

GBC must ensure under this policy that:

- All students have access to their academic performance record upon request
- All students shall have access to this Policy, so that there is a clear understanding of relevant requirements and procedures
- All students shall be treated fairly and consistently throughout the entire review process
- GBC will provide relevant students with a notice of unsatisfactory performance in a timely manner
- Students have clear expectations of assessment processes, and what constitutes satisfactory academic progress. See also *Assessment Policy*.

5.2 Requirements for satisfactory academic progression

Students must fulfil the minimum requirements of the subject enrolled in to satisfactorily progress through a course. The minimum requirements student must fulfil are:

- Completing any required hurdle assignments
- Attend a minimum of 80% of their classes each semester
- Achieving a minimum of 50% in every core subject enrolled.

Students must achieve more than 50% of the available credit points for that semester of study.

Students must complete their course of study in the specified maximum time permitted. International students must complete their course within the time indicated on their Confirmation of Enrolment (CoE) and in accordance with student visa requirements

5.3 Intervention

All academic staff recruited at GBC must be experienced teaching practitioners in higher education environments, and must be able to identify learning differences and learning

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difficulties that can impact a student's achievement, well in advance of a student attaining an unsatisfactory progress status.

Unsatisfactory progress and discontinuance should be a measure of last resort that can be avoided by following the procedures contained in section 6, below, before a student reaches a status of unsatisfactory progress.

At any point during a semester, academic teaching staff should be referring students, where relevant, to any of the academic intervention services available at GBC, including consulting the Academic Skills Advisor.

GBC recognises its responsibility to notify the Department of Education of any changes to the enrolment of international students.

5.4 Supporting and monitoring students

GBC is committed to ensuring equitable access to higher education and will develop a teaching and learning environment that caters to students from groups who are under-represented in the student population, and to students who face extenuating circumstances that may affect their learning. This may include students who:

- have a disability or long-term illness
- experience difficult family circumstances
- have been unduly affected by socio-economic circumstances
- completed secondary school in a regional or isolated area
- identify as Aboriginal or Torres Strait Islander.

In terms of academic success, GBC must additionally consider the needs of:

- students who are part or full-time carers
- students who are single parents
- mature-age students
- students for whom English is an additional language
- international students.

In order to ensure equitable access, GBC will employ mechanisms including:

- Monitoring and reviewing courses and teaching (see also *Course Review and Continual Improvement Policy*)
- Monitoring and reviewing student support systems
- Providing extra support to Aboriginal and Torres Strait Islander students at the recruitment, admission, participation, and completion stages of GBC courses.

6. Procedures

6.1 Early Identification of Potential Issues

A student who passes 50% or less of their subjects in one semester will be contacted and offered counselling and academic and/or personal support resources will be made available. Students will receive clear advice on their enrolment options in the coming semester and how enrolment may be structured to maximise the chances of future success.

6.2 Student at risk category

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Students are identified as 'at risk' if:

- They have shown poor achievement in assessment tasks that may lead to failing a subject
- They have failed more than 50% of their available credits in two consecutive semesters of study
- They have failed a compulsory subject.

Students who are identified as at-risk will be notified of their status in writing by the Course Coordinator. The letter will contain:

- Notification that they are at risk of unsatisfactory progress
- The reasons why they have been identified as at-risk
- Advice on where to find the *Students at Risk and Unsatisfactory Progress Policy* and other useful information.
- Instructions to discuss their situation, future study plans and appropriate support services with the course coordinator.

Students may also identify themselves as at-risk and seek support accordingly.

After discussing the situation with their Course Coordinator:

Students may have certain conditions imposed on their enrolment. Students must adhere to the conditions of enrolment or they risk unsatisfactory academic progression. The conditions imposed are at the discretion of the subject coordinator, and may include:

- Sessions with an academic skills advisor
- Sessions with a student counsellor or other support staff
- Regular meetings with the relevant subject teaching staff or Course Coordinator.

In addition, students may be issued a warning after meeting with the Course Coordinator.

Students who are identified as 'at risk' and who do not meet with their Course Coordinator will automatically be issued a warning.

Students will not be issued a warning if:

- They have been studying for 12 months or less
- They can demonstrate that extenuating circumstances contributed to their poor academic performance, and they have engaged or will engage with the relevant student support services.

6.3 Unsatisfactory progress category

Student progress is deemed unsatisfactory if:

They have been issued a warning after being identified as 'at risk', and they subsequently:

- Fail a core subject in a subsequent semester
- Fail 50% of their required credit points in a subsequent semester
- Fail the same subject three times. Generally, students may not attempt an individual subject more than three times. Three failures in the same subject may lead to exclusion.
- Have exceeded the maximum length of enrolment.

6.4 Consequences of unsatisfactory progress

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All students who are at risk of unsatisfactory progress will be identified before they are so classified and offered counselling and full access to GBC academic and/or personal support services.

Students will be notified of their unsatisfactory performance in writing by the Course Coordinator, detailing the reasons why their performance is unsatisfactory.

The student will have the opportunity to respond in writing and demonstrate why their enrolment should not be terminated.

GBC, after consideration of any submission made by the student, may:

- Impose conditions on the student's enrolment
- Require the student to undertake certain actions, such as attending academic workshops, seminars or counselling
- Require the student take a leave of absence for a specified period
- Revoke any scholarships or bursaries awarded to the student during the course of their studies, if relevant
- Terminate the student's enrolment. After a period of 12 months (or longer if specified by GBC), they will be eligible to re-apply for their course of study. Students who apply for re-admission to a course after termination of enrolment must be approved by the Course Coordinator to resume their studies. Students may be required to submit documentation as evidence of their improved ability to succeed in the course.

6.5 Records

GBC must keep records of all notices of at risk and unsatisfactory progress status as per its *Student Record Keeping Policy*.

6.6 Appeals

Any student may file an appeal under the *Student Complaints and Appeals Policy* at any point during the processes outlined above. One of the following conditions must apply:

- This policy or an associated procedure was not followed, resulting in a faulty decision
- Excessive conditions were imposed
- New information is available that would have affected a decision.

For more information, see the *Student Complaints and Appeals Policy*.

7. Review

This policy will be reviewed by the Academic Board every three years, or more frequently should the Board deem it necessary.

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Document History			
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