

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. 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 Academic board is 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

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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 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 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 each enrolled subject 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.

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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 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 underrepresented 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.

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.

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6. Procedures

6.1 Early Identification of Potential Issues

GBC will put in place a plan to support academic success which includes preventative actions to address poor academic performance so that students are supported to reduce their chances of becoming 'at-risk' of unsatisfactory academic performance.

Students will:

- be closely monitored by subject coordinators and, where a student shows poor achievement in assessment tasks that may lead to failing a subject, will be offered academic support and counselling.
- be given individual attention and timely tracking of their academic progress;
- be identified and followed up by student support staff where issues are identified;
- be given additional support when they are experiencing difficulties in their studies;
- be given access to a range of support resources;
- be contacted by the Course Coordinator when issues are identified and offered counselling, support and specific advice on study skills, appropriate enrolment, and additional support services appropriate to each student's needs.
- receive clear advice on their future enrolment options and how enrolment may be structured to maximise the chances of success.

Other behavioural indicators may be used by GBC to identify students in need of additional support including a student engaging in any form of academic misconduct, such as plagiarism or contract cheating. In the first instance GBC will provide the student with coaching and support but repeat offences may incur serious penalties under GBC policies.

A student who fails any compulsory (core) subject will be contacted and offered counselling and academic and/or personal support resources will be made available.

6.2 Student at risk category

Students are identified as 'at risk' if:

- they fail to complete successfully at least 50% of their study load in a semester;
- they fail the same subject twice;
- they withdraw more than twice from any subject;
- they fail to undertake an enrolment load that will enable them to complete within the allowed time unless they are undertaking an approved study plan

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

- Notification that they are at risk of unsatisfactory academic 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, with the course coordinator to receive advice on the most appropriate academic and/or personal support services available and future study plans.
- The consequences of unsatisfactory academic progress

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 progress. 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.
- A modified study plan
- Conditional enrolment

Students who are identified as 'at risk' and who do not meet with their Course Coordinator will be contacted again and warned that if they do not take advice and receive additional support they increase their risk of unsatisfactory academic progress. .

6.3 Unsatisfactory progress category

Student progress is deemed unsatisfactory if:

They have been issued a letter informing them that they are 'at risk' of unsatisfactory academic progress and they subsequently:

- fail to successfully complete at least 50% of their study load in a subsequent semester
- fail the same subject three times. Generally, students may not attempt an individual subject more than three times.
- have exceeded the maximum length of enrolment.

6.4 Consequences of unsatisfactory progress

All students who are at risk of unsatisfactory progress will be advised in writing and offered counselling and full access to GBC academic and/or personal support services.

If an intervention strategy has been implemented and a student fails to meet satisfactory course progress in the following semester, the student will be notified in writing of the

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reasons that the student's academic progress is unsatisfactory and that GBC's intends to cancel their enrolment and to report them to the Department of Home Affairs for failing to achieve satisfactory academic progress, and that this may result in the Department of Home Affairs cancelling their student visa.

The student will have the opportunity to respond in writing and show cause why their enrolment should not be terminated. Any such show cause submission must be submitted to GBC within 5 working days of GBC advising its intent to cancel the student's enrolment.

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 their studies, if relevant
- Confirm the intention to terminate the student's enrolment.

If the student does not submit a show cause, or if after submission GBC confirms its intention to cancel the student's enrolment, the student will be informed that they have 20 working days to submit an appeal regarding this decision. Only those grounds specified in 6.7 below may be used for an appeal.

If the student does not submit an appeal within 20 working days, or if the appeal is unsuccessful, the student's enrolment will be cancelled and a notification will then be made to the Department of Home Affairs via PRISMS that the student has failed to maintain satisfactory academic progress. The student will be informed of the cancellation of their enrolment and the letter placed on the student's file.

6.5 Re-admission

Students whose enrolment has been terminated are eligible to apply for re-admission after 12 months or more. Students must complete a new application form and will, if successful, be issued with a new CoE. Any such re-admission must be approved by the Dean and students may be required to submit documentary evidence of their improved ability to succeed in the course.

6.6 Records

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

6.7 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.

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

7. Records

Records associated with this policy will be maintained according to the Records Management Policy.

8. Related legislation

- Tertiary Education Quality and Standards Agency (TEQSA) Act 2011
- TEQSA Higher Education Standards Framework (Threshold Standards) 2021
- Australian Qualifications Framework (AQF).
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018)

9. Review

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

Version Control

Document History			
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