

# Course Progress Policy

## Scope

This Policy applies to all Domestic and International Students enrolled at a Kaplan Higher Education Pty Ltd, (KHE), pathway college (College).

The College is committed to providing all students with the maximum opportunity to demonstrate the competence required to achieve their education and career aspirations.

## Purpose

The purpose of this Policy is to ensure that the College has a structured process in place to track the performance of each student throughout their course to ensure that all students can complete their course within the expected duration and as agreed in their written agreement with the College.

In addition to the extra academic and English support available to all students who have been identified as potentially struggling with their studies, specific measures are put in place for students who have been formally identified as being 'at-risk' of not fulfilling the requirements of academic progression.

This Policy is to provide information on the:

- rules for meeting course completion requirements.
- identification of students who are, or may be 'at-risk', of not making satisfactory academic progress.
- Intervention Strategies to ensure that students have access to appropriate support mechanisms.
- ways in which students will be supported as they adapt to the Australian higher education system; and
- processes relating to the exclusion of students who fail to meet satisfactory academic progress requirements.

## Definitions

<b>AQF levels</b>	means the criteria required to demonstrate the achievement of a Qualification as per the Australian Qualifications Framework (AQF). For example, Level 5 = diploma, Level 7 = bachelor degree, Level 9 = masters degree
<b>Assessment</b>	means a systematic process for facilitating and evaluating student learning. The purpose of assessment is to both facilitate and certify the achievement of specified learning outcomes.
<b>'at-risk'</b>	means a student who is in danger of not completing their Program within the expected duration due to unsatisfactory course progress or attendance.
<b>Award</b>	means Programs that are AQF Qualifications, specifically diplomas, associate degrees, bachelor degrees, graduate certificates, graduate diplomas or master degrees.
<b>Compassionate or Compelling Circumstances</b>	means circumstances that may negatively impact a student's study, including but not limited to serious illness or injury, bereavement of close family members, major political upheaval or national disaster in their home country, or a traumatic experience such as a serious accident or crime.
<b>Confirmation of Enrolment (CoE)</b>	means a document issued by education providers to verify the applicant's enrolment in a specified course.
<b>Course</b>	means a subject of study a student enrolls in as part of their Program.
<b>Department of Home Affairs (DHA)</b>	means the Australian Government department responsible for managing student visa services and issuing student visas.

<b>Domestic Student</b>	means a student who is an Australian or New Zealand citizen, a permanent resident of Australia or the holder of a permanent Australian humanitarian visa.
<b>International Student</b>	means a person who holds or intends to hold a student visa with rights to study in Australia.
<b>Intervention Strategy/Strategies</b>	means a systematic course of actions to identify and support students who are not making Satisfactory Course Progress. It may include but is not limited to consultation, supplementary tutorials, presentations, workshops, etc.
<b>Non-Award</b>	Means Programs that are non-AQF Qualifications. Examples of non-award courses include, Foundation Studies Programs, ELICOS Programs, Degree Transfer Programs and Pre-Master's Programs.
<b>PRISMS</b>	means the Provider Registration International Student Management System (PRISMS), an Australian Government secure online system that allows providers to issue Confirmations of Enrolment (CoEs), and that government agencies use to monitor student compliance with visa conditions and educator provider compliance with the ESOS Act 2000.
<b>Program</b>	means a sequence of Courses required to achieve stated learning outcomes.
<b>Qualification</b>	means a certification or formal recognition of learning achieved through the successful completion of both Award and Non-Award Programs.
<b>Satisfactory Course Progress</b>	means a student's ongoing involvement and progress towards achieving Program outcomes, as demonstrated by satisfactory participation and completion of formal Assessment components scheduled throughout the Program.

## Progression Rules

To be successful in their Program of enrolment, students must demonstrate the level of understanding, knowledge, and skills expected at the relevant Qualification level. The following academic progress rules are provided to facilitate the progression of students within and between College Qualifications.

### Recording the Students' Course Progress

At the beginning of the Program, as well as every study period, students are provided with access to an online portal through which they will be able to access their Course outlines, learning outcomes, and Assessment briefs. The students' ongoing progress will be recorded and will be accessible by relevant staff, including teachers, academic leaders, and administrators. The students will have access to their final grades via the online portal. These grades are normally released four (4) weeks after the teaching period ends.

### Assessing the Students' Course Progress

For any given Course, students can expect to be assigned at least three Assessments. In most cases, these will be marked by the students' teachers. It is critical that students achieve a pass mark for each Course. The online portal will be used to record the students' marks, which are ordinarily released within two (2) weeks of each Assessment's due date. For more information, please refer to the *Assessment Policy* for more information.

### Exiting from a Program

Students enrolled in a Program may exit with a record of their completed Courses (such as a Transcript), provided they have met the requirements for each Course.

**Note:** Conditions apply for students on an overseas student visa. Please refer to the *Changes to Enrolment Policy* for more information.

## Applications for an Extension of Enrolment

Students who fail to complete within the expected course duration and can reasonably be expected to meet the Program requirements within two (2) additional study periods (inclusive of any Intervention Strategies employed by the College and the student during the student's 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 during the study period and any matters that warrant special consideration.

An extension may be granted:

- If there are Compassionate or Compelling Circumstances. Such circumstances are defined as circumstances beyond the student's control, which have an impact on the student's course progress or wellbeing. These could include, but are not 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 (where possible, a death certificate should be provided).
  - major political upheaval, natural disaster, pandemic requiring emergency travel where this impacts on the student's studies; or
  - a traumatic experience which could include:
    - involvement in, or witnessing of, a serious accident; or
    - witnessing or being the victim of a serious crime, and this has impacted the student (these cases should be supported by police or psychologists' reports).
  - where the College was unable to offer a Course; or
  - inability to begin studying on the Program commencement date due to delay in receiving a student visa.
- If non-completion is a result of a revised enrolment pattern due to the implementation of a College Intervention Strategy, or
- If an approved deferment or suspension of study has been granted.

## Extension Duration

Students who fail to complete English for Academic Purposes (EAP) within the prescribed period may apply for and be granted an extension of one study period. The extension duration for all other Programs offered by the College is two (2) study periods.

## Application for Extension of Enrolment

Applications for an extension must be made in writing to the College a minimum of four (4) weeks prior to the expiry of the student's agreed course duration (or within the registration period of the study period immediately after receiving results that indicate they will not finish within the set time frame).

A request to extend Program enrolment must be made in writing and must include a letter outlining the reasons for the student's inability to complete the Qualification (including both Award and Non-Award Programs) in the prescribed time as well as all supporting documentation.

The documents will assist the College in assessing the extension application and, in particular, the student's ability to complete the Program within the extension period.

**For International Students on an overseas student visa**, should the variation affect the student's Program duration on their Confirmation of Enrolment (CoE), a new CoE will be issued via the Provider Registration and International Students Management System (PRISMS), and will include the reason (i.e., Intervention Strategy implemented by the College, because the student is 'at-risk' of not making satisfactory academic progress, resulted in the student not being able to complete their Program within the expected duration, as specified on the original CoE). Where a Program is varied, the student will be provided with a copy of the student course variation (SCV) from PRISMS.



## Satisfactory Academic Progress

The College recognises the value of reliably and efficiently monitoring the academic progress of students in their studies and of having systems in place to promote the early detection and support of students who are 'at-risk' of not making satisfactory academic progress.

In general, a student may be deemed to be making unsatisfactory academic progress in their Program if they:

- fail to successfully complete at least 50% of their study load for a study period
- fail the same Course twice
- fail to enrol after an approved study break
- withdraw more than twice from any Course
- fail to undertake an enrolment load that will enable them to complete within the guidelines of this Policy.

Other indicators may be used by staff to determine students 'at-risk' of making unsatisfactory academic progress, including poor attendance and low grades in formative and summative Assessments, in-class tasks, mid-term assignments, and exams. These indicators may be the basis for offering the student additional support but will not constitute unsatisfactory progress.

If the student engages in any form of academic misconduct, such as plagiarism or contract cheating (including the unauthorised or non-referenced use of Chat GPT or other AI tools), this will indicate the student is potentially 'at-risk' of unsatisfactory course progress. In the first instance, the College will provide the student with counselling and support. However, repeat offences may incur serious penalties. For more information on academic integrity, and in particular, the processes associated with acts of misconduct, please refer to the *Academic Integrity and Misconduct Policy*.

In the above situations, and where the student fails to contact the College to make appropriate arrangements, the student will be financially liable for the Program of study.

## Students on an Overseas Student Visa

Students on an Overseas Student Visa are required to achieve Satisfactory Course Progress as a condition of their student visa. The College will ensure that the ESOS Act and relevant National Code 2018 Standards are followed. Students who fail to achieve Satisfactory Course Progress will be identified, and an Intervention Strategy will be implemented.

If an Intervention Strategy has been implemented and the student fails to make Satisfactory Course Progress in the following study period, they will be notified in writing of the College's intention to cancel their enrolment and report them to the Department of Home Affairs (DHA) through PRISMS for failing to achieve Satisfactory Course Progress. The student will also be informed that they have twenty (20) working days to submit an appeal regarding this decision. Parents or legal guardians of students under the age of 18 will also be notified in writing. Consent must be given by students over the age of 18 before the College can notify their parent(s) or legal guardian(s).

If the student does not submit an appeal within 20 working days, the student's enrolment will be cancelled, and DHA will be notified via PRISMS that the student is not achieving Satisfactory Course Progress. The student will be informed of the cancelling of their enrolment and CoE via the student management system, which will also retain a copy of the notification in the student's file.

Students with a current CoE must continue to attend classes during the appeals process. Students are encouraged to contact DHA for information on how this will affect their visa and their eligibility to stay in Australia.

### Intervention Strategies

The College aims to keep attrition to a minimum in all its Programs. It is aware that attrition may be potentially high in certain cohorts, including students in their first year of study, students taking part-time Programs, adult learners who have not studied before or for some time, students who are studying in a language other than their first language, students with significant family responsibilities and or financial difficulties, students whose performance in secondary school was not at a high level, students on an overseas student visa, students studying online, students who are among the first in their family to enrol in higher education Programs and students who commence a Program late. The higher the number of these categories a student falls into, the greater the risk of attrition.

Accordingly, the College will put into place preventative actions to address these risks so that students are, as much as possible, nurtured so that their chances of becoming 'at-risk' are lessened.

Therefore, students will:

- be given sufficient information about Programs allowing well-informed Course choice by students.
- be given individual attention and timely tracking of academic progress.
- be provided with an orientation to the College and, for International Students, to Australia more generally.
- be identified and contacted by student support staff when they are not involved, engaged or committed to their studies.
- be given additional support when they are experiencing difficulties in their studies because of poor academic performance or some other cause.
- where necessary, be offered additional English language instruction, such as one-on-one consultations with a Learning Advisor or enrolment in a Course that specialises in communication skills.
- be identified by the Academic Manager or delegate and contacted where results, lecturer or support staff reports indicate that students are experiencing difficulties in their studies.
- be given access to a range of support resources, particularly for students who may need greater assistance.
- be referred to qualified practitioners in cases where they feel overwhelmed, such as the initial period of adaptation when studying in a different country.
- be informed of relevant Program details, including withdrawal dates for Courses.
- be given the opportunity to engage in Programs that include training on relevant technologies, research methods and study skills to enhance their likelihood of success; and
- have appropriately qualified and experienced academic staff who are aware that they may have students in their classes who may be 'at-risk' of making unsatisfactory course progress.

### Specific Measures for Individual Students

The College will contact a student identified as potentially not making satisfactory academic progress to discuss the support options available.

The student will be required to undertake an academic counselling interview with the Director, Learning and Teaching or delegate to discuss and formalise an appropriate Intervention Strategy to assist the student in their progression. The student may bring a support person to this meeting who is approved by the College prior to the meeting. This process, from contacting the student to finalising an Intervention Strategy, should be completed prior to week three (3) of the next study period.

Intervention Strategies used to address individual academic progress matters will be documented and may include:

- revising enrolment patterns, study load or Program enrolment.
- minimum attendance requirements.
- regular meetings with an identified College staff member to address key issues.
- English language support (where available, or students will be directed to appropriate services).
- study skills and/or study plan.



- academic counselling, referral to appropriate medical services and/or other appropriate support.
- review of accommodation and other support systems if applicable.
- establishing a learning contract outlining specific activities that are to be completed by the student.
- approving leave or suspension of studies.

Copies of the intervention plan and any modifications will be given to the student and kept on the student's file.

Any student who has been contacted and identified as being 'at-risk' and fails to attend the required academic counselling interview or does not participate in an alternative process may be subject to the following courses of action:

1. A learning plan will be developed in the student's absence and sent to the student, which will constitute an agreement on the part of the student to the conditions of the learning plan.
2. Student will be required to meet with the Academic Manager or delegate to show cause as to why they should not be excluded from the Program.

## Transfer to Another Program at the College

Students who fail to make Satisfactory Course Progress after one study period in their pathway Program at the College will be given approval to transfer to another Program at the College if:

1. verifiable, Compassionate or Compelling Circumstances exist which prevent the student from achieving Satisfactory Course Progress; and
2. after an Intervention Strategy was implemented, the student demonstrated a strong commitment to their studies but despite their efforts, the student was not academically suited to the Program.

## Exclusions

### Failure to Progress

A student identified as making unsatisfactory academic progress (as per the indicators noted earlier in this Policy) for a second consecutive study period may be excluded from studying at the College. This applies equally to all Domestic and International Students. Students will be notified of the decision in writing and will have twenty (20) working days from the date of the notice to appeal the decision in line with the *Grievances, Complaints and Appeals Policy*. Failure by the student to appeal within 20 working days will result in automatic exclusion, and the student will be notified of this outcome in writing. Where appropriate, the College will notify relevant agencies and appropriate individuals about the exclusion while ensuring privacy standards are met. Normal appeal processes apply to students who wish to appeal their exclusion.

In certain instances, students may be allowed to continue their current College Program enrolment despite failing to make Satisfactory Course Progress in two consecutive study periods. They are when:

1. verifiable, Compassionate or Compelling Circumstances exist which prevented the student from achieving Satisfactory Course Progress; and/or
2. after an Intervention Strategy was implemented, the student demonstrated a strong commitment to their studies and there was significant improvement in their grades in the subsequent study period. The student must successfully complete their Program and progress to the next Program in the following study period.

### Failure to Complete Within the Expected Course Duration

Students who fail to complete Program requirements within the expected course duration will be recorded as not meeting the requirements for the Qualification. The Program status will be 'Failed to Complete'. Students who wish to appeal an exclusion decision should refer to the *Grievances, Complaints and Appeals Policy*. When a student is excluded from the College, they may seek re-admission later. While there is no guarantee of re-admission, applications for re-admission will be considered on a case-by-case basis.



## Students Who Wish to Begin the Program Again

The following rules apply to students who wish to re-enrol in the **Qualification** for which they have failed to meet the Program requirements within the prescribed time:

- Students are required to complete a new enrolment form.
- The time limit for the period of study will re-commence.
- Students will retain their existing student number.
- Students may apply for subject exemptions in accordance with the *Recognition of Prior Learning Policy*.

For International Students on an overseas student visa, a new CoE will be issued by the College. The student may need to apply for a new visa with DHA.

## Relevant Legislation

As a registered higher education provider, Murdoch College operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with the legislative instruments referenced below:

- Education Services for Overseas Students Act 2000 (ESOS Act)
- Education Services for Overseas Students (Foundation Program Standards) Instrument 2021
- Education Services for Overseas Students Regulations 2019
- ELICOS Standards 2018
- Higher Education Standards Framework (Threshold Standards) 2021
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)
- Privacy Act 1988 (Cth)
- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)

## Related Policies

This Policy should be read in conjunction with the following College policies:

- Academic Integrity and Misconduct Policy
- Assessment Policy
- Changes to Enrolment Policy
- Compassionate and Compelling Circumstances Policy
- Diversity, Inclusion and Equity Policy
- Grievances, Complaints and Appeals Policy
- Privacy Policy
- Recognition of Prior Learning Policy
- Student Record Management Policy

## Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this Policy.

<b>Policy Category</b>	Academic			
<b>Responsible Officer</b>	Vice President, Academic			
<b>Implementation Officer(s)</b>	College Director and/or Academic Manager			
<b>Review Due Date</b>	April 2027			
<b>Approved by</b>				
Joint Academic Committee – Australia University/Kaplan Higher Education (JAC – AU/KHE)				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Date Approved</b>	<b>Effective Date</b>
1.0	Quality, Regulations and Standards Team	New Policy	24.10.2022	01.11.2022
1.1	Quality, Regulations and Standards Team	Updated to include Diploma courses and Postgraduate Qualifying Program. Minor wording and editing changes.	03.06.2024	03.06.2024
1.2	Quality, Regulations and Standards Team	Policy re-branded for new KHE college. Addition of definitions. Minor wording and formatting changes.	21.03.2025	21.03.2025