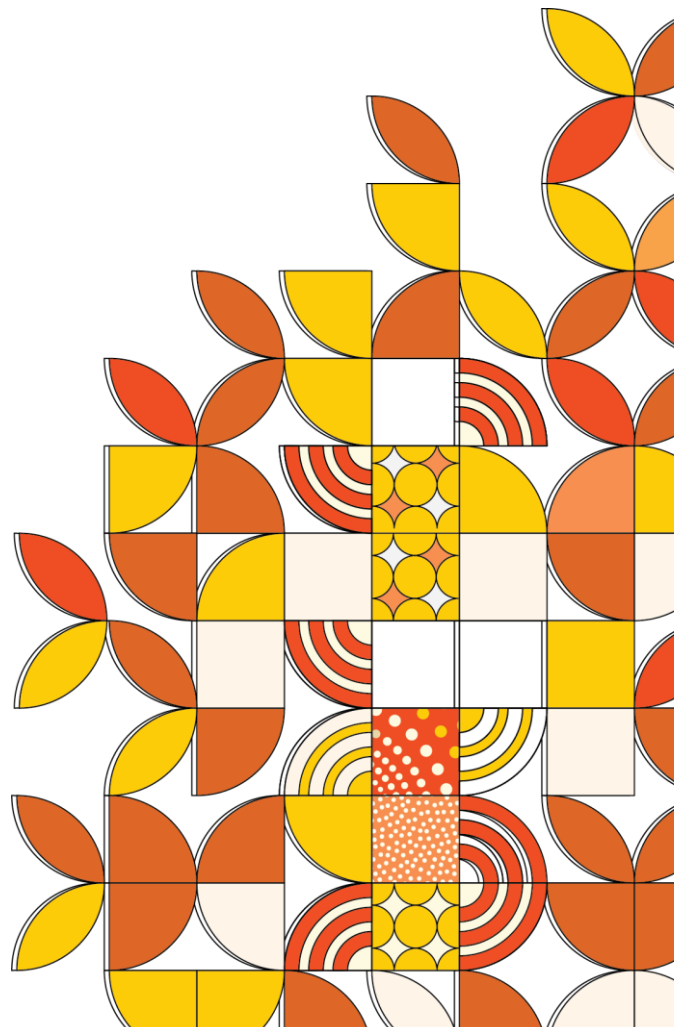


Student Academic Progression Procedure



SECTION 1

Purpose

1. This procedure outlines principles, responsibilities, and processes for monitoring, evaluating and responding to variations in the progression of students through their studies. The Institute of Health & Management (IHM) is committed to the maintenance of academic standards and high-quality graduate outcomes for all courses.

Scope

2. This procedure applies to students enrolled in a course of study at IHM including:
 - a) All on shore international students, to whom the Education Services for International Students Act 2000 applies.
 - b) All students enrolled in an ongoing course of study that is delivered fully online or through any form of distance education that does not involve students' presence at a designated physical location.
 - c) All domestic students.
 - d) ALL ELICOS students.

Definitions

3. Definitions for key terms are presented in the Glossary of Terms.

Suite Documents

4. This Procedure is linked to the following policy:
 - a) Student Academic Progression Policy
 - b) See also the Associated Information listed in the 'Related Internal Documents' in Section 3 below.

SECTION 2

Procedure

5. Early identification of students potentially at-risk of being unable to progress in their course

- 5.1. A student is classified as potentially at-risk of being unable to progress in their course when:
 - a) Students have not attended 3 consecutive weeks of lectures and/or tutorials
 - b) Demonstrated a lack of active participation in class activities or not engaging with Canvas LMS like participating in discussion forms for one week (at a minimum).
 - c) Failing to submit assignments or achieving failed grade on the early assessment task (week 3)

6. Identification of students that are at-risk of being unable to progress in their course:

- 6.1. Students are deemed to be at-risk of achieving satisfactory course progression:
 - a) If they pass less than 50% of their enrolled units in a semester
 - b) Did not submit all assessments in more than one unit
 - c) Have been identified at-risk via attendance reporting as per IHM's attendance Policy and Procedure

7. IHM has the following intervention strategies to support students who are at-risk of being unable to progress in their course:

- 7.1. Once a student has been identified as 'at-risk' of being unable to progress in their course, the course coordinator or administration staff will update the student's academic status on the Student Management System.
- 7.2. The course coordinator will notify the student that they are at risk of making unsatisfactory academic progress and offer specified support interventions and services including:
 - a) Academic Support Sessions: Students identified at risk of unsatisfactory academic progress can access one-on-one personalised academic support sessions with the academic team. These support sessions are in addition to the weekly support session all students receive during the first semester.
 - b) Language Support Sessions: Students identified at risk of unsatisfactory academic progress can access one-on-one personalised language support sessions with the academic team. These support sessions are in addition to the weekly support session all students receive during the first semester.
 - c) Accessing LMS & e-Library: Students can also access dedicated sessions facilitated by the Student support team, enabling them to acquire proficiency in navigating the LMS and e-library so that they can effectively access and utilise resources for independent self-study in addition to the one-on-one support.

8. Managing students who fail to achieve satisfactory academic performance even after intervention strategies:

- 8.1. First Show cause Notice: Students that are identified as 'at-risk' are sent the first show cause notice that includes referrals to course staff and other academic/personal support options. Students are given 5 working days to respond. If the student fails to respond within 5 working days, a second warning or show cause letter is sent. Student is given an opportunity to reach out to student support staff, course coordinator and lecturer within 5 working days from the day of issuance of the second warning letter.
- 8.2. Notice of Intention to Report: If the student fails to respond to the Show Cause Notices, an intention to report letter is sent to the student. Students are given a window of 20 working days in order to appeal the decision. During this period, the enrolment of the student is still valid. If an appeal is made by the student, their enrolment is valid until a final decision has been made by IHM's Appeals Committee.
- 8.3. Termination: If no appeal has been made by the student within 20 working days, a student is issued with the Terminate letter and the enrolment of the student is cancelled and updated in PRISM.

9. Reporting

- 9.1. IHM will meet reporting obligations with regard to international students' progression under section 19 of the ESOS Act 2000.
- 9.2. International students will be given twenty working days to lodge an appeal (using the Student Complaints and Appeals Policy and Procedure) from the time that they are notified in writing, after which the matter will be reported.
- 9.3. A notification will be issued to the international student as soon as it is known that the student is failing to meet the progression requirements necessary to complete the course of study within the duration specified in their COE.
- 9.4. If a student's completion date is affected by failure to achieve satisfactory academic performance and where the student is eligible for an extension to their Confirmation of Enrolment, the Student Support team, shall report to the relevant government department in accordance with the ESOS act and National Code.

10. Leave of Absence

- 10.1. Mild illnesses, holidays and work commitments are not considered acceptable reasons to apply for a leave of absence/deferment.
- 10.2. To be eligible for a leave of absence/deferment, a student must have compassionate or compelling grounds. Compassionate and compelling circumstances include, but are not limited to the following:
- a) Serious illness or injury, where a medical certificate states the student was unable to attend classes or otherwise participate in course activities.
 - b) Bereavement of close family members.
 - c) A major political upheaval or natural disaster requiring emergency travel.
 - d) An experience or witnessing an event that may cause physical or psychological harm.
 - e) Inability to begin studying on the course commencement date due to delay in obtaining a visa.
- 10.3. Leave of absence/deferment approval is at the discretion of the Head of School (or nominee) and is restricted to a maximum of 6 months.
- 10.4. To apply for a leave of absence/deferment student need to submit the Leave of absence Form along with the supporting evidence/documents (example: medical certificate, air tickets, or certificate of death of family members etc.)
- 10.5. In case of an international student if the course duration is extended due to leave of absence/deferment, the student will be issued with a new COE within 10 working days.
- 10.6. IHM will report any period of leave of absence/deferment for international students to [Department of Home Affairs](#) via PRISMS.
- 10.7. If a request for leave of absence/deferment is denied by the Academic Director (or nominee), a student may choose to withdraw from the course.

11. Financial liability

- 11.1 If students do not formally take a leave of absence/deferment prior to the relevant census date they will incur with a financial penalty for their course fee.
- 11.2 Students who do not officially withdraw before the census date will remain liable for their course fees.
- 11.3 The IHM census date occurs when the student's enrolment (after 2 weeks of course start date) is finalised. If a student discontinues his/her study after census date, the student is liable for the fees.

12. Late enrolment

- 12.1 Continuing students who fail to enrol by the enrolment date must apply for late enrolment.
- 12.2 Students need to submit a request for late enrolment by submitting either a letter outlining reasons and presenting a case for the late enrolment.
- 12.3 The Course Coordinator will access the application and permission to enrol will be granted at IHM's discretion and is subject to the availability of places in the course.
- 12.4 The student will be notified via email of the outcome within 10 working days.
- 12.5 All late enrolment applications must be approved before the census date.
- 12.6 Applications for late enrolment will not be accepted after census date.
- 12.7 Note that late enrolment into the term/semester/units are not grounds for special consideration.
- 12.8 Upon acceptance of late enrolment, the student will make arrangements to catch up on any missed sessions, for example orientation and/or classes which may include signing a learning contract.

12.9 Students who have enrolled late will have access to Student Support Services, the Course Coordinator, and/or teaching staff for assistance, if needed.

SECTION 3

Associated Information

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| Related Internal Documents | Student Academic Progression Policy Attendance Policy Attendance Procedure Access and Equity Policy Access and Equity Procedure Accessibility Policy Accessibility Procedure Unsatisfactory academic progress letter Student Complaints and Appeal Policy Student Complaints and Appeal Procedure Credit and Prior Learning Policy Credit and Prior Learning Procedure Course Application Form Course Handbook International Student Handbook |
| Related Legislation, Standards, and Codes | ESOS (2020). ESOS legislative framework National Code of Practice (2018). National Code of Practice for Providers of Education and Training to Overseas Students 2018 National Code of Practice (2018): Standard 6: Student Support Services National Code of Practice (2018): Standard 8: Overseas student visa requirements National Code of Practice (2018): Standard 9: Deferring, suspending or cancelling the overseas student's enrolment. TEQSA (2020). Online learning good practice TEQSA (2018). Occasional Forum Series: Quality Assurance of Online Learning HESF (2021) - Higher Education Standard Framework Domain 1: Student participation and attainment |
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| IHM Doc ID | IHM – SAPP2-3.3 |

Change History

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|------------------------|-------------------------|--|
| Version Control | Version 3.3 | |
| Change Summary | Date | Short description of change, incl version number, changes, who considered, approved etc |
| | 02/02/2021 Version 3 | <ul style="list-style-type: none"> Policy and Procedure are now in two separate documents Feedback from Wells Advisory was accepted Redundant procedures have been deleted Definitions have been added |

| | |
|---------------------------|---|
| | <ul style="list-style-type: none"> • Minor editorial changes have been made • Version 3 approved by Academic Board in February 2021 |
| 01/12/2021 Version 3.1 | <ul style="list-style-type: none"> • Clause 11 on late enrolment is added to the procedure as recommended by the Learning and Teaching Committee • Version 3.1 is endorsed by Academic Board on 1/12/2021 |
| 09/11/2022 Version 3.2 | <ul style="list-style-type: none"> • Amended definitions of <i>Academic Progress</i> and <i>Student at-risk</i> (minor amendment) in the Policy and Procedure documents |
| 24/11/2023 Version 3.3 | <ul style="list-style-type: none"> • Transfer into new template • Feedback from Wells Advisory was updated • Scope extended to include ELICOS courses • Definitions linked to Glossary of Terms • Minor editorial changes have been made |